Compendium

on

Security

for

The Pentecostal Foreign Mission of Norway

|  |
| --- |
| ...whoever trusts in the LORD is kept safe. |



This “Compendium on Security” has been written for Pinsevennenes Ytre Misjon, Pym (The Pentecostal Foreign Mission of Norway). It is based on lessons learned and input from sources available on the Internet.

Members of the group were:

From Pym:

Ingrid Schärer Østhus

Rudolf Leif Larsen

David Bye

Chidunda Kajangu

Security consultant:

Cato Bramwell de Savigny

This is not meant to cover every single aspect of security for an expat, but will be a good reminder of important areas regarding personal security for the average expat.

As is said in the compendium: security is a personal affair. But since security is so encompassing, the different facets have to be pointed out before one is aware of them.

Since security has to be tailored to the specific place, a Security Instruction has to be worked out by every mission as no place is like another... It will emphasize the parts of the security aspect which is important for the user.

The group will appreciate any feedback making it possible to include it in the next update.

Cato B. de Savigny

Group leader

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# WHAT IS SECURITY?

Although it is accepted that there are no hard-and–fast rules which are universal regarding security, there are rules that have proven their wide validity. Security in an expat arena is more or less a part of the lifestyle of a person. You cannot walk around with a checklist of what to do and what not to do. But it is essential that some of the rules are checked, like getting a deadbolt on the main door, and these rules will give you more peace of mind. Safety and security cannot be assured by simply drafting and distributing policies and procedures. Creating a safe working environment requires commitment and action at every level.

For expatriates the most serious obstacle to personal safety is an attitude of complacency or fatalism. "It can't happen to me" and "if it's going to happen, it's going to happen" is **dangerous thinking**.

Recent political events throughout the world have changed--but not necessarily diminished--the threats you face. Today, the most prevalent threat you face overseas is crime. A criminal attack against you or your family can happen at any place, as can a fire or other disaster. However, you can influence what happens to you by assuming more responsibility for your own security.

Definition:

There are many definitions of security, but here is one:

Security as a condition is the degree of resistance to or protection from harm. It applies to any vulnerable and valuable assets such as a person, dwelling, community, nation or organisation.

Legally the primary responsibility for the security and protection of staff members, consultants and the organisation’s property, rests with the host government. But in reality: does it help you a lot if *after* you are robbed or killed the host government say: “We are so sorry!”?

Consequently:

Personal security is an individual responsibility. The security risk can be reduced by using common sense and precautionary actions. You - the individual - play the most important role in maintaining your personal security.

But it does not alleviate the responsibility of your organisation or host country.

# GENERAL SAFETY AND SECURITY POLICIES

### Abduction/Kidnapping

Pym does not pay ransom or provide goods under duress, but will use all

other appropriate means to secure the release of the hostage. It will

intervene in every reasonable way with governmental, non-governmental and

international organisations to secure the rapid and safe release of the staff.

The kidnapped person should have one goal…**survival.** It is vital to obey

the captor’s instructions and not attempt escape. Pym and the staff

member’s government will undertake securing a staff member’s release. Pym

will also provide all possible support to the hostage’s family members.

### Alcohol

Unauthorized use, possession, sale or distribution of alcohol while on Pym

property is prohibited. Being under the influence of alcohol while working

for Pym is also prohibited. Additional restrictions may be imposed when

working in certain areas.

### Armed Guards And Escorts

In some situations it may be necessary to employ guards around residences,

offices, and vehicle parking lots. The use of armed guards will be considered

primarily when there is a potential for violence against staff.

Although situations vary, in most cases it is preferable to use an established

security firm rather than the local police or military. The use of armed escorts,

including military, will be used only when there is no alternative, such as in

cases of widespread armed banditry or ongoing civil conflict.

Landmines**,** unexploded ordnance (uxo) and booby traps

When there is a risk of landmines, UXO, or booby traps in an area, Pym

policy is very specific. No one will work in areas with *known or suspected*

landmine/UXO contamination.

### Local Laws

Pym staff should obey all local laws at all times. As much as possible, staff

should avoid transacting business or carrying on personal relationships with

those suspected of violating local laws. Doing so can negatively affect the

reputation of Pym in the local area and increase the risk for Pym staff. Legally there is no excuse that one did not know the law, if it is a commonly known law or regulation, or knowing the law/regulation is a prerequisite for taking part in an activity (e.g. like driving)

### Personal Conduct

“Conduct” in this context encompasses: any behaviour, any utterance, any demeanour, any oral, written or in any other way conveyed statement/opinion.

Pym staff must not engage in conduct that interferes with operations,

discredits Pym or is offensive to co-workers, donors, beneficiaries, vendors

or visitors. Pym staff must avoid conduct that may lead to their becoming a

victim of a security incident.

Personnel should avoid lack of sleep, poor stress management and drug abuse since they can impair judgement and the ability to react appropriately in a potential safety or security incident.

It is the GS in Pym who is the only person who has the authorized right to communicate with media. He might as his discretion delegate this to others in specific circumstances.

### Substance Abuse

The use, presence, sale, distribution, manufacture or possession of illegal

drugs or controlled substances while on Pym property (including in a Pym

vehicle), or on Pym business, is prohibited. In many countries, the

possession or use of illegal substances, even in minute amounts, can result

in immediate incarceration. The judicial system in many countries does not

give the accused the right to post bail or communicate with anyone, and

pre-trial detention may last for months. All prescription pharmaceuticals

should be kept in their original containers with the patient’s and doctor’s

names clearly identified.

### Theft

No material possessions are worth risking the life of a Pym staff member.

When faced with a demand for Pym property, such as a vehicle or computer

equipment, do not resist.

### Threats

All threats directed at Pym staff and/or operations must be taken seriously.

The Pym Country responsible should initiate all security precautions within

his/her scope and report the threat immediately to local authorities and to Pym, Norway.

Confidentiality is recommended when reporting threats or intimidation.

### Transportation

Vehicle accidents are the main cause of injury and fatality among aid workers. Seat belts front and rear, if available, will be worn at all times by all Pym staff. All travellers will comply with the transportation safety guidelines for their area.

### Weapons

Under no circumstances will Pym employees carry weapons or have weapons

or ammunition while on assignment with Pym.

# STAFF HEALTH AND PERSONNEL POLICIES

### Orientation

All newly reporting personnel should receive an area-specific orientation

from Pym/LU as appropriate. This discussion should include security conditions, area orientation, and Mission Office policies and procedures regarding health and safety.

### Compensatory Time Off, R&R

Pym recognizes that our personnel are subject to increased

stress and possible “burn out.” Generally, staff tends to do “whatever it

takes” to get the job done, often working seven-day weeks and fifteen-hour

days. To assist with the reduction of stress and potential burnout,

it is recommended that the Mission Office provide time away from the area for rest and relaxation (R&R). It is impossible to establish exact criteria for every situation, but each Mission responsible should ensure that a system is in place to provide sufficient time for rest.

### Insurance

The Mission Office must ensure that new hires or contractors have the appropriate personal life, health, injury, and medical repatriation/evacuation insurance. All personnel must have full access to the conditions of their insurance coverage.

### 

### Medical Evacuation

Medical evacuation (medevac) is used when there is an emergency illness or

injury in an area where local medical assistance or emergency/hospital care

is unavailable or inadequate. It is appropriate when failure to obtain

immediate care will likely place the patient’s life in jeopardy or lead to

serious physical impairment. If a medevac is required, the Mission Office

should arrange passage through an in-country medevac system, a scheduled

commercial flight, or through any one of the private international evacuation

programs, your insurance company, S.O.S. International or similar.

### Medical Examinations And Immunizations

All Pym international staff assigned to an overseas office should have had a

thorough medical and dental examination before departure. Concurrently, the

staff member should receive all required and recommended immunizations for

diseases prevalent in the country of assignment.

### Stress

Everyone, regardless of age, background or experience, will experience stress

in unfamiliar, dangerous or insecure environments.

Fear is a natural response to danger and, if ignored or suppressed by individual staff or managers, may lead to psychological and/or physiological damage. It is recognized that responses to stress vary according to surroundings, perceptions and sensitivities.

The Mission’s Director and Pym, Norway, if required, will review any situation involving an employee’s reaction to extraordinary stress on an individual basis. This will be done without prejudice to that person’s professional continuance with Pym. At the conclusion of fieldwork, or earlier if necessary, the Mission’s Director may recommend that staff individually or as a group receive psychological counselling and assessment. Additionally, any staff member can request counselling and assessment. Rest and recuperation (R&R) to a place outside the immediate mission area, is one of the more important treatments of stress and cannot be considered as vacation.

### Media Relations

Pym’s media objective is to increase public awareness and understanding of

issues facing the communities with which Pym works.

It is the GS in Pym who is the only person who has the authorized right to communicate with media. He might as his discretion delegate this to others in specific circumstances.

The GS states:

“In my opinion, missionaries and development workers may engage in some form of media communication. But they are not authorized to speak on behalf of Pym and me as GS. They have to know that they can’t address the more sensitive matters. They could comment on the more positive sides of the work, and respond to such matters, but they should neither express themselves about conflicts nor express opinions that may create conflicts. They must not jeopardize national worker's and/or Pym staff's  security. If they have any doubts, they should consult me before making any statement”.

# FREQUENCY OF RE-EVALUATION OF SECURITY GUIDELINES.

The Security Compendium will be re-evaluated at least once a year or when the security situation at home or abroad changes.

The Local Security Instruction has to be re-evaluated as often as needed.

This Compendium was re-evaluated:

|  |  |  |
| --- | --- | --- |
| Date | By Whom | Signed |
|  |  |  |
|  |  |  |
|  |  |  |

# BEFORE ENTERING ON A MISSION

You must be fully medical fit for the duty, including vaccinations etc

Medical screening completed

Vaccinations

Medication supply arranged (where necessary)

Protection against environmental factors (malaria)

Feminine hygiene products ensured

Records of special conditions prepared (allergies)

Blood type known

Dental check-up

Eye test/spare pair of glasses or contact lenses

Living will made

Health and dental care plans current

You have filled in a Medical information form, taking one copy with you and left one at Pym

You have left Next of kin info (name, relation, address, phone numbers)

You have registered on reiseregistrering no if you are a Norwegian citizen. Remember to also register with local embassy/consulate upon arrival. This may sometimes be another country’s embassy/consulate that is handling your country’s citizens.

You have made copies of your passport and visa, and a copy of your travel/sick insurance

You have made a travel itinerary, with relevant information as addresses, names and phone numbers, security arrangements

You have left a list of Points of reports with a person at Pym

You have read the safety instructions and understood them, before starting the mission

Have updated yourself on the do and don’ts for the mission you are going on.

Ad 1.: To be medically fit means that the stress from illness etc will be reduced to a minimum. Low stress improves security.

Ad 2.: A medical information form is *confidential*. It should contain your history of illness, your current status, what sort of medicines you are using occasionally and continuously, and important: **your allergies**. This can make the difference of life and death in an emergency.

It should contain information if you are an organ donor, blood donor type, and you should know about "Do-Not-Resuscitate" or "DNR" Orders. A DNR order is an order from you or your doctor saying you do not want to be revived if your heart or breathing stops. It does not mean you would not receive proper medical care. You would still be kept as comfortable and free from pain as possible. This is normally used if you have a terminal illness but some people also invoke it to avoid being in coma for longer periods.

Ad 3.: A Next of kin list is essential.

Ad 4.: Registering immediately *before travelling*  is essential. When the situation becomes tense it may be too late. If you are registered you will also receive info about the security situation directly in your E-mail in-box

Ad 5.: Passport copies (of the ID-page and of the visa page) should be made before travelling. Leave one copy with Pym office, one copy with relatives in home country and keep at least two copies with you. Arriving at station be sure that one copy is filed in the office.

Ad 6.: Again make copies and keep at least one copy at home with Pym and one on you.

Ad 7.: A copy of your itinerary is essential from security point of view. Addresses for every point your are stopping, names and phone numbers, security arrangements if called for. This is very important when travelling in unsafe regions, but also important for travelling in ”safe” areas. Mugging, theft, robbery happen in London as well as in Bukavu. And this is the background for 8.

Ad 8.: Points of report. These are places where you report to somebody keeping track of your travel. Very often that will be as an SMS to family or similar. But it is important that it is done.

Ad 9.: Safety instructions are written to make your travel and stay in a country more safe and consequently less stressful.

There will be a lot of other things you will have to do preparing for the travel, but these are the important things to remember when it comes to **security**.

Ad 10.: What subjects do you NOT talk about in public? How are greetings and introductions handled? The use of names, physical greetings, eye contact (male-male, female-male, male-female), how to receive a business card?

Are there physical gestures and body language with special meaning (expressing approval, disapproval, getting someone’s attention)?

Saying “no” – how do you say no? How is it interpreted?

How does one demonstrate respect? What helps you gain respect and lose respect?

Are there dress codes? When visiting someone are there special ways of entering the house?

Having a meal? Bringing gifts? Eating and drinking? These are items that can make or break your relations.

# CULTURAL ”SHOCK”

Individuals moving into an unfamiliar culture or setting, even within their own national boundaries, may experience the phenomenon known as culture shock. Prepare yourself and family on the shock of meeting a different culture. Know the symptoms and how to cope. Culture shock is much more than a fleeting feeling of homesickness. A prolonged bout of culture shock can have serious implications for your mental health and can seriously jeopardize the success of your expatriate assignment.

It involves a predictable sequence of emotional responses that many, though not all, people transition through as they enter and adjust to their new surroundings. For all workers, recognizing the effects of these transition states on overall stress levels is important, especially since there are measures that can be taken to minimize the negative effects.

### Stages of Adjustment (Culture Shock)

Enthusiasm & Excitement

Withdrawal and Loneliness

Re-emergence and Adjustment

Achievement & Enthusiasm

Anxiety of Return

Shock/Reintegration into Parent Culture

Tips to Minimize the Consequences of Culture Shock:

#### Overwhelmed

Recognize that it is normal to feel **overwhelmed** and out of place at first. Regardless of how eager you have been to get out there, you may feel that you have bitten off too much.

#### Realistic expectations

Try to construct **realistic expectations** in the beginning. Sitting at home it is easy to build up expectation of what you will do and how much you will be able to cope with. And then reality comes – things take time –sometimes very long time. Ask others (former missionaries etc) what to expect. And remember, you will never be “fully” prepared for all situations. Try to stay flexible.

#### Stay fit

Start some physical training: tennis, golf, cycling etc. Physical fitness gives you extra energy to do much more than you will be able to do in a bad shape. And it may give you good contacts in the local society.

#### Mentor

Find a mentor or host country national staff member who can answer your questions.

#### Keep an open mind

Right from the start you need to acknowledge the fact that you have moved to a different country and that life in that country will be different from what you experienced at home. The key to handling this in a manner that doesn’t impact your mental wellbeing is to ensure that you accept that. Just because things are different does not mean that they are not as good. Try to withhold judgment and embrace the life you find as you find it. Keeping an open mind will allow you to learn more and, as time goes by, you will develop a better understanding of your new home.

#### Learn the language

Learning enough of the local language to communicate with the locals will help you feel less of an outsider and will present you with a challenge that will help taking your mind off the things you are missing from home. The local people you meet will respect you more if you at least try to speak one or two words in their native language and attempting the lingo may open new doors and relationships to you.

#### Face your fears

If you are feeling overwhelmed and out of your depth it can be very tempting to stay behind closed doors, tune into international television and pretend the outside world does not exist. This may happen figuratively or in real life. This will get you nowhere fast. The more you get to grips with a location, the more you will start to feel at home and this will help you feel comfortable and secure. Ask some with more experience to take you to the market etc. Tag along as much as possible with those who have already been in the country a while.

#### Try to establish a routine

There are chances that your life has been completely turned upside down by your move overseas and you are bound to feel unsettled. Try to achieve a new sense of stability by establishing a daily routine. This will help to counter any feelings of anxiousness and will give you a feeling of security. This routine does not include when you are leaving home or returning. These should be without routines.

#### Stay positive

If you suddenly find yourself in a social situation that bemuses you, you make a cultural gaffe or have a stressful day trying to buy products in the local market try not to take it all too seriously. Laugh it off; tomorrow is another day and things will get easier with time.

#### Reflect

Don’t sweep your feelings under the carpet. Take time to reflect on how you are feeling and some of the emotions you are experiencing. Start a blog or a journal to record your journey and try to identify the areas of your life that you are not happy with and methods of dealing with them.

# DURING THE TRAVEL

Effective security precautions require a continuous and conscious awareness of one's environment as well as the need to exercise prudence, judgment, and common sense. But you do not need to walk around with eyes darting from side to side seeing every stranger as an enemy. **Use your brain and common sense**. This is especially true where the traveller must adapt to new cultures, customs and laws.

### Travelling

Notify your Security Responsible Person (SRP) of your departure and return dates, but don't otherwise publicize your travel or vacation plans. Leave contact numbers with mission personnel.

Check plane, train, and bus times before you travel.

Leave a plan for reporting back at certain stages. Travelling with a commercial airplane on a regular route would require sending an SMS/or short phone contact when safely arrived at the lodging. (Going on a bush trip could imply reporting back every one/two/? hours.)

Sit near other people or near aisles or doors. Look for the location of emergency alarms and exits.

Stay awake and alert when using public transportation.

Consider purchasing special clothing or accessories to hide your passport, money, or credit cards. Keep the majority of your funds hidden; carry some in your wallet or handbag. Under the arm or in the trousers are the best locations. Do not use a wallet hanging around your neck. That just announces where your valuables are. The main rule is: Do not keep everything in the same place! And use your common sense.

Keep valuables out of sight and luggage close at hand. If carrying a handbag, keep it in front of you, closed, with the fastening toward your body. Keep a wallet in your front pants pocket.

Let go if your bag is snatched.

Talk to your SRP or embassy regarding travel advice or warnings.

When travelling, dress casually; dress down where appropriate. Be aware of local customs!

Don't wear excess jewellery. Reduce wallet and purse contents, particularly cards denoting affiliations, memberships, accounts, etc. Taking part in a conference, workshop or similar: never leave your nametag on when leaving the premises!

At airports, proceed through security checks and go to the boarding area as quickly as possible. These areas are usually the most secure in the airport.

In any crowded situation, be aware of any crowding or jostling, even if it appears innocent. This is often a ploy by pickpockets to distract you.

In today’s society where a plurality of people carries a mobile phone with a GPS one should take advantage of this fact. Today it is possible to put in an app which will make it possible to track the phone (and the person carrying it) down to 10 meters. This app may be combined with a virus programme.

### Personal Security in Hotels

Selecting a hotel room on the third to fifth floor generally will keep you out of reach of criminal activity from the street but still within reach of most fire truck ladders.

Familiarize yourself with escape routes in case of fire or other catastrophe.

Never leave valuables in your hotel room exposed or unattended, even in a locked suitcase.

Place valuables--money, jewellery, airplane tickets, credit cards, passport--in a hotel safe deposit box or room safe.

Use the door chain or bolt lock whenever you are in your room.

Use the door viewer (peephole) before opening the door to visitors.

Do not discuss your business or travel plans in public areas where they may be overheard. Discuss your travel plans and movements during your stay with as few people as possible.

Do not entertain strangers in your hotel room.

Be alert to overly friendly locals who may have criminal intentions. They may offer to take you to a "special" restaurant. Their ruse may be to offer drugged refreshments.

Do not discuss your room number while standing in the lobby or leave your room key on restaurant or bar tables.

Keep your room neat so you will notice disturbed or missing items quickly

A combined door alarm and fire alarm is a good choice

Personal security in Hostels, small hotels, billeting etc.

When being billeted or you are lodging in a small hostel there will be other challenges.

First of all, you will probably not have a choice of rooms and have to accept what you get.

Again the first thing is: **find an escape route**. Often the window may be the only alternative route except for the door. But as often the window is blocked with burglar proofs (bars).The only feasible way is through the door. To increase your chance of getting out if it is blocked with fire is **a wet blanket or a wet sheet.** But be sure you choose **something non-synthetic**. A **big paper bag** over your head will give you less intake of dangerous fumes. Remember it is the fumes that are overcoming people more often than fire itself. And react as soon as possible.

If you have brought a **traveller’s fire alarm** you will have a good chance of getting out before the flames are blocking your passage. The portable small alarm is often combined with a door/window alarm.

The second challenge is what about valuables. Hopefully you have thought of this before leaving home and are bringing only the essential. If there exists a safe, ask if you can deposit your valuables there. If you have to hide some valuables in the room do not use: under the mattress, in the cistern, in the fridge (if any). Try to think of something you never have heard have been used for hiding things. E.g.: Use tape and put it under the table (not the drawers), on top of the curtain board (check that it is not visible). Papers under the tablecloth if there is a vase there...

The door may not have a security chain, but if you bring a rubber (soft plastic) wedge you can place that 5-6 cm out from the door on the side it is opening, and place your foot behind it when answering the door. If the door is forcefully opened it will get stuck on the wedge. Or you do not open the door if you are in any doubt who is calling.

If you have not brought a wedge use a chair during the night to block the handle of the door. Put also things on top of the chair that will make noise if they fall to the floor.

# TRAVEL WITHIN STATION AREA

### What should be in your car?

The required papers for the car, e.g. registration paper, road tax, insurance paper etc

Sufficient tools and a spare wheel with correct tyre pressure.

Emergency “quick repair” for tyres if you can find it.

Spare fuel

Drinking water

### Driving in general

Know the traffic rules, both the official and the unofficial ones.

Do not travel alone. No driving after dusk/night.

Be sure your car is equipped with necessary items: Your Bug out kit, water, spare wheel, emergency “quick repair”, necessary wheel spanner, jack etc.

When in your car, always keep the doors locked. Any time you drive through areas containing stoplights, stop signs or anything that significantly reduces vehicular speed, keep your windows up. If you need to talk to someone, lower the window 5 cm

Keep the GPS in your telephone, iPad, TAB etc. switched on for being tracked.

Do not leave valuables in passenger’s seat or rear seat so they are visible. If you are alone in the car put your handbag on the floor in the front passenger area.

Leave ample manoeuvring space between your vehicle and the one in front of you, i.e:. at least one car length. If you are approached by suspicious persons while you are stopped, do not roll down windows; drive away quickly.

If you are being followed or harassed by another driver, try to find the nearest police station, hotel, or other public facility. Once you find a place of safety, don't worry about using a legal parking space. Park as close as you can, and get inside fast.

If another driver tries to force you to pull over or to cut you off, keep driving and try to get away. Try to note the license plate number of the car and a description of the car and driver. If this effort places you in danger, don't do it. The information is not as important as your safety.

If you are being followed, never lead the person back to your home or stop and get out. Drive to the nearest police station, public facility, or embassies. Always report these incidents.

If you are travelling alone and a car "bumps" into you, don't stop to exchange accident information. Go to the nearest service station or other public place to call the police.

Never, ever pick up hitchhikers!

If you are unfortunate to hit people or animals, DO NOT STOP. Drive to nearest police station and report it. Immediately also report to your SRP and/or anyone else you can get hold of.

When you park, look for a spot that offers good lighting and is close to a location where there are a lot of people. Lock valuables in the trunk, and lock all doors.

Extra precautions are necessary when shopping. If you take packages out to lock them in your trunk, and then return to the stores to do more shopping, it may be a good idea to move your car to another section of the parking lot or street. The criminal knows that you will be coming back and can wait to ambush you. By moving your car, you give the impression you're leaving. If you think you are being followed, do not go back to your car. Return to the safety of the occupied shopping area or office building and contact the authorities.

If you have car trouble on the road, raise your hood. Use your phone. If you have a radio antenna, place a handkerchief or other flag there. Do not use national flag; careful if there are “political” colours in use. When people stop to help, don't get out of the car unless you know them or it's the police. Ask the "good Samaritan" to stop at the nearest service station and report your problem.

If you are in a parking lot or parked on the street and have trouble, be wary of personal assistance from strangers. Call a repair service or friend for assistance. If you feel threatened by the presence of nearby strangers, lock yourself in your car and blow the horn to attract attention of others.

By using these basic safety tips and your own common sense, you can help protect yourself.

Stay away from demonstrations/big gatherings even if they look peaceful. You never know when they turn violent.

# STOPPED AT A CHECK POINT

### Car-jacking

Approaching a checkpoint:

Slow down

Inside lights on,

driving lights dipped

Hands visible, i.e. hands on top of wheel,

passenger hands on dashboard

If you are stopped:

Do NOT resist

Do not make any sudden moves.

Be careful if releasing the seatbelt. Better tell what you are going to do.

Let the engine run if leaving the car

Comply with demands

Surrender personal items if requested

Do not provoke the strangers by showing anger or rude remarks, shaking your head, looking at your watch several times etc. Smile. Be patient!

# SURVEILLANCE

The purpose of surveillance is to identify a potential target based on the security precautions that individual takes, and the most suitable time, location, and method of attack. Surveillance may last for days or weeks. Naturally, the surveillance of a person who has set routines and who takes few precautions will take less time. Sometimes it is representatives from your host government that are watching you. In any case, if you suspect surveillance report it.

Detecting surveillance requires a fairly constant state of alertness and, therefore, must become a habit. A good sense of what is normal and what is unusual in your surroundings could be more important than any other type of security precaution you may take. Above all, do not hesitate to report any unusual event.

There are three forms of surveillance: foot, vehicular, and stationary. People who have well-established routines permit the surveillant to use methods that are much more difficult to detect.

If, for example, you leave the office at the same time each day and travel by the most direct route to your home or if you live in a remote area with few or no alternate routes to your home, surveillants have no need to follow you all the way to your residence.

You should:

Vary your routes and times of travel.

Be familiar with your route and have alternate routes.

Check regularly for surveillance.

Stationary surveillance is most commonly used by terrorist organisations. Most attacks take place near the victim's residence, because that part of the route is least easily varied. People are generally most vulnerable in the morning when departing for work because these times are more predictable than evening arrivals.

Many surveillance teams use vans with windows on the sides or back that permit observation from the interior of the van. Often the van will have the name of a business or utility company to provide some pretext for being in the area.

Where it is not possible to watch the residence unobserved, surveillants must come up with a plausible reason for being in the area. Women and children are often used to give an appearance of innocence. Try to check the street in front of your home from a window before you go out each day.

If you suspect that you are being followed, drive to the nearest police station, fire station, or diplomatic mission. Note the license numbers, colour and make of the vehicle, and any information printed on its sides that may be useful in tracing the vehicle or its occupants.

Don't wait to verify surveillance before you report it.

Be alert to people disguised as public utility crews, road workers, vendors, etc., who might station themselves near your home or office.

Whenever possible, leave your car in a secured parking area. Be especially alert in underground parking areas.

Always check your vehicle inside and out before entering it. If you notice anything unusual, do not enter the vehicle.

Household staff and family members should be reminded to look for suspicious activities around your residence; for example, surveillance, attempts to gain access to your residence by fraudulent means, and telephone calls or other inquiries requesting personal information.

Tell your household staff and family members to note descriptions and license numbers of suspicious vehicles. Advise them to be alert for details. Household staff can be one of the most effective defensive mechanisms in your home--use them to your advantage.

While there are no guarantees that these precautions, even if diligently adhered to, will protect you from terrorist violence, they can reduce your vulnerability and, therefore, your chances of becoming a victim.

### Use of tracking, mobile phones

Today every mobile phone with GPS can be tracked.

Everyone going expat should have a tracking system installed and activated.

The name/password and URL for the tracking site on Internet must be left with SRP and Pym, Oslo.

In cases where one wonders where you are the SRP can check on the tracking site and get your position within 10 meters.

This system can also block your telephone if stolen, you can send a message to the phone or you can erase everything on the phone so your info kept there is not misused by somebody if it has been stolen. You can have it emit a piercing tone if you have "lost" your phone in your house and have difficulties find it. (which will be more usual)

I would recommend AVAST mobile security: <http://www.avast.com/free-mobile-security> which is free.

With this app. you have:

Antivirus protection for your Android

Warnings of infected websites

Filter incoming calls and SMS messages

Add a firewall to block hackers

Track your lost or stolen device

Track network data and Wi-Fi usage

Monitor your security status

Auto-correct for mistyped URLs

Web-based Control

Remote Siren

Remote Display

Remote Calling

Remote Lock

Remote Locate

Remote Forwarding

Lock Phone Settings Access

Remote Memory Wipe

Remote "Lost" Notification

Remote History

Remote SMS Sending

Remote Restart

Remote Settings Change

Low Battery Notification

# AT THE OFFICE

The security rules and resources which are in force for the homes should also be in force for an office. In addition:

There should be some sort of admission control

Visitors should show proof of identity, if not well known

In reception room there should be a possibility to get out of the room without having to pass the visitors (Placement of desks and chairs).

There should be a discreet alarm button which silently calls guard(s) or colleagues.

Originals/Copies of vital documents need to be kept in a safe at the office.

All forms, drinking water/cups for the visitor should be in the room so the “receptionist” does not need to leave the room.

A dress code in force (?)

A fire drill with assembly point

# AT HOME

### Residential Security Introduction

For all expats, the most serious obstacle to personal safety is an attitude of complacency or fatalism. "It can't happen to me" and "if it's going to happen, it's going to happen" is dangerous thinking.

Recent political events throughout the world have changed--but not necessarily diminished--the threats you face. Today, the most prevalent threat you face as an expat is crime.

A criminal attack against you or your family can take place at any post, as can a fire or other disaster. However, you can influence what happens to you by assuming more responsibility for your own security.

The information presented here is general. Not all the information applies everywhere. Ask for specific information from your SRP.

Residential security is a critical component of any personal security program. The following guidelines should be used in reviewing your residential security.

All entrances, including service doors and gates, should have quality locks--preferably deadbolt.

Check your: Front Door, Rear Door, Garage Door(s), Service Door(s), Patio Door, Sliding Glass Door, Gate, Swimming Pool Gate, Guest House Door(s).

Don't leave keys "hidden" outside the home. Leave an extra key with a trusted neighbour or colleague.

Never have your keys marked with name and address. Use your office telephone number or an Email address.

Keep doors locked at all times, even when you or family members are at home.

When outside only ONE door should be unlocked.

Have window locks installed on all windows. Use them.

Lock louvered windows--especially on the ground floor.

Have burglar proofs installed over all windows, even in your bedroom. But these have to have the possibility of easy opening from inside in case of fire.

Have locks installed on your outside fuse boxes and external power sources.

If you have burglar or intrusion alarms, check and use them.

Keep at least one fire extinguisher on each floor, and be sure to keep one in the kitchen. Show family members and household help how to use them. Powder fire extinguisher are cheaper than CO2, but they may damage electronic equipment,

Periodically check smoke detectors and replace batteries when necessary.

Keep flashlights in several areas in the house. Check the batteries often, especially if you have children in your home. (They love to play with flashlights!)

If possible install floodlights with detectors for movement. A 150 watt floodlight with IR detector costs around 100 NOK.

A family dog can be a deterrent to criminals. But remember, even the best watch dog can be controlled by food or poison. Do not install separate "doggy doors" or entrances. They also can admit small intruders.

Choose a location that offers the most security. The less remote, the safer your home will be, particularly in a neighbourhood close to police and fire protection.

Know your neighbours. Develop a rapport with them and offer to keep an eye on each other's homes, especially during trips.

If you observe any unusual activity, report it immediately to your SRP.

Establish safe family living patterns. If you understand the importance of your contribution to the family's overall security, the entire household will be safer.

While at home, you and your family should rehearse safety drills and be aware of procedures to escape danger and get help.

Educate family members and domestic help in the proper way to answer the telephone at home.

Vary daily routines; avoid predictable patterns.

Know where all family members are at all times.

Try to stay updated on local “happenings” (political situation, holidays, regular demonstrations etc).

### Establishing a safe haven

Follow these basic steps in setting up a safe haven in your home:

Designate an internal room preferably without windows

Install a two-way communications system or telephone; and

Furnish the safe haven with an emergency kit.

It is highly unlikely you would spend more than a few hours in a safe haven; however, the supplies listed below are suggested for your maximum safety.

The following is a checklist of possible safe haven supplies:

Fire extinguisher

Fresh water

5-day supply of food

Candles, matches, flashlight

Extra batteries

Beddings

Toilet facilities (toilet paper)

Stove for some sort of smoke free fuel

Shortwave or other radio

Medical/first aid kit

Other items for your comfort and leisure--a change of clothing, books, games

### Fire Safety at Home

Statistics about fire are frightening. Do not trust that others will assist you. Trust yourselves.

Three vital facts you should know about fire:

It isn't usually fire that kills; it is the products of combustion--smoke, toxic gases, or superheated air.

Fire travels at lightning speed--up to 5-6 meters per second.

The critical hours for a house fire are 2300 - 0600 when most people are asleep.

This means you need to detect fire early, and you must move quickly when you do. You and your family can avoid becoming a part of the statistic if you:

Install smoke detectors in your home.

Create and practice a fire escape plan.

Take fire preventive measures such as those listed here

### Smoke Detectors

A smoke detector can mean the difference between life and death. They are inexpensive and are battery operated; they are not at the mercy of sporadic electrical service. You should have one at every level of your home, particularly in the hallway outside bedrooms. Test your detectors regularly, and replace the batteries as needed--usually twice a year. We have mainly two types of detectors: Optical and ionic. Optical detects smouldering fires quicker than ionic. A combination of the two is best, either as two units or in one unit. *The battery has to be tested at least once every three months.* In 75% of death in fires (Norway) the people died because the batteries were dead.

### Exit Drills

You and your family should create a fire exit plan together. Learn how to escape the house from every room. Locate two exits from each bedroom. Designate a meeting place outside the house. Most importantly--especially if you have children--PRACTICE YOUR PLAN!

### Preventive Measures

Open flames and the resulting sparks are dangerous. Don't place barbecue grills or other open flames on the balcony or near the house.

Check for: faulty electrical wiring; overloaded circuits; faulty equipment, including cooking and heating appliances; leaking propane tanks (check with soap water brushed on all joints); overloaded or frayed extension cords; dirty chimneys and vents; and flammable liquids. If a circuit, plug, contact etc is hot, even slightly, it is overloaded and a fire hazard. If you detect pungent, sharp smells be careful – it could indicate a serious overload.

Keep a fire extinguisher in the house, preferably one on every level but particularly in the kitchen. They must be easily available. Teach older children and household help how to use the extinguisher.

### Security Do's for Children

Teach children never to admit strangers into the home.

Teach children local emergency phone numbers, the office number, your number.

Make sure younger children know their name, address, and phone number.

Caution teenagers about "blind dates" or meeting anyone they do not know.

Teach younger members of your family not to open mail or packages.

Teach young children how to answer the telephone so that they do not give out personal information, such as home address, absence of adults, etc.

Teach children how to exit the house in case of emergency.

It is important to remember that at most duty stations children are present. Special efforts

must be made to ensure that the children are protected.

### Rules for children outside the house

Children must be taught:

• To keep a parent in sight in public places and to go to a policeman or store clerk if lost

and in need of help;

• Not to go anywhere with anyone without a parent's permission;

• A password known only to family and close friends;

• Not to accept packages or letters from people they don't know;

• To know at least key phrases in the local language;

• To let someone know their location and plans;

• To travel in groups or, at a minimum, in pairs;

• To use heavily travelled streets and avoid isolated areas to the extent possible;

• To report immediately anyone who molests or annoys them.

### Rules for parents

Parents need to:

• Teach your child never to get into a car or go into a house without your permission. Never

leave your child alone in a public place;

• Teach your child your home address and telephone number.

Keep a list of emergency numbers by your phone and on the children’s mobile and make children

aware of them;

• Train children not to give personal information over the phone, even though the caller

purports to be a friend;

• Explain the importance of never divulging any information in front of strangers;

• Caution children to always keep doors locked and never to unlock a door to a stranger

without adult approval;

• Listen when your child tells you he/she does not want to be with someone - it may be

a reason. Have the child present when you interview a servant/babysitter who will be caring

for him/her; observe the child's reaction. Be sure to know the emergency plans of the school (kindergarten etc) where your kids attend.

### Local staff in the house

You are likely to have several locals as staff in and around your house. That gives jobs to locals and as such is fine. BUT at the same time it gives strangers access to your home. Therefore you have to wet the staff. If they have worked for other expats before, then it is OK, if they get a good recommendation. If they have recommendation from other people you have to talk to the persons giving the references. Get ID-card or other identity paper with photo and check everything. If someone locally recommends them, write an agreement with the person in legal terms that s/he guarantees that s/he will keep you out of harms way. And that they will pay for whatever harm/damages that may be caused by the person they recommend.

Keep a watchful eye on the staff especially after the initial 2-3 weeks.

Baby sitters should only be taken on recommendations from people you know very well.

### Checklist for baby sitters

Baby sitters and/or care givers should be instructed to:

• Ensure that all doors and windows are locked and that doors are not opened to anyone

• Not give out any information over the telephone. They should simply state that Mr./Mrs.

X cannot come to the phone right now, and they should take a message;

• Never leave children alone, even for one minute;

• Know the dangers to children posed by matches, gasoline, stoves, deep water, poison etc.

• Know the locations of all exits (stairs, doors, windows, fire escapes) and telephones in

case of emergency;

• Ask the parents to leave their mobile telephone number where they can be reached;

• Know the names and ages of the children.

### Baby sitter checklist

Post an information list by each telephone. Your baby sitter/care giver should be familiar

with every item in the following list, if applicable at the duty station:

• Family name;

• Address;

• Telephone number;

• Fire;

• Police;

• Medical;

• Parents' office/mobile numbers;

• Poison - control centre;

• Neighbours' name, telephone and address.

### Home Security While You Are Away

Notify your SRP of your departure and return dates but don't otherwise publicize your travel or vacation plans. Leave contact numbers with appropriate mission personnel.

Arrange to have a friend or colleague pick up your newspapers, mail, or other deliveries daily. If none of these are applicable s/he should visit your home briefly a few times per week.

Secure your home. Close and lock all windows and doors. Don't forget to lock garage or gate doors.

Consider purchasing timers to turn on outside and inside lights automatically at various times throughout the night.

Check outside lighting and replace older light bulbs. You don't want a light burning out while you are away.

Ask a friend or colleague to check your residence periodically, that timers and lights are working.

The decision to set the automated alarm system may vary from region to region. Power outages and brownouts may trip alarm systems. Check with your SRP for advice on setting alarm systems when you are away for long periods of time.

Unplug all unnecessary appliances such as televisions, stereos, and personal computers.

Mow your lawn just before leaving; make arrangements to have someone mow it again if you will be gone for an extended period of time. Also arrange for watering, if that is likely to be needed.

If possible, ask a neighbour to park a car in your driveway (if you are taking yours).

If you use a telephone answering machine, turn off the ringer on the telephone. If you don't have an answering machine, unplug or turn off ringers on all telephones.

Lock all jewellery, important papers, currency, and other valuable portables in a safe place such as a safe deposit box or home safe.

Ensure all personal and home insurance policies are up-to-date and that your coverage is adequate.

# FOOD AND WATER

These are the most common form of disease transmission for someone travelling to

a new country.

Travellers’ diarrhoea,

hepatitis A,

typhoid

polio and

cholera

They are all mainly transmitted through contaminated food or water.

Make sure your drinking water is purified. Use tabs or filters. There are several types of filters. Drinking straw with filter is easy to always bring and gives you enough water to survive for weeks. Pump filters are bulkier but gives ample water, self filtering gadgets takes time (20 litres per 24 hours).

Carry waterless soap or disinfections to wash your hands when soap and water are not available or the water is suspect.

Eating food from local stalls may be completely safe if it is cooked immediately before you eat it. Order "well done” for all meats and do not eat soft scrambled eggs (even at hotels)

Hepatitis A is prevalent all over the world with the exception of Western Europe, Canada, United States of America, Australia and New Zealand. Hep A you can get from unclean cups or glasses you drink from. It is spread fecal-oral.

Typhoid fever is found in many parts of the world. Again it is fecal-oral transmission.

Asia, the Middle East and most of Africa are high-risk areas for polio. Be sure that your vaccination is up-to-date. Mantoux test.

### Cholera

is fecal-oral shortcut again. It is a bacterial infection and is in itself not dangerous. What is dangerous is the enormous loss of water from the body. This has to be replaced immediately. Make up re-hydration solution: Add one teaspoons of salt and 8 teaspoons of sugar to one litre of treated/clean water and drink it. It is important you start rehydrating as early as possible. You may lose more than 10 litres a day so drink as much as you can – and a bit more.

# INSECTS

**Malaria, Dengue fever, West Nile disease, Yellow fever and Japanese encephalitis** are all transmitted by infected mosquitoes. Most of these are found in tropical and developing countries, although West Nile disease is also found in developed countries with temperate climates.

The best protection against insect borne disease is insect repellent, protective clothing and sleeping under mosquito netting treated with a repellent.

Protective clothing is long sleeved shirts/blouses and (preferably) double socks to protect your ankles. South America, Africa, the Middle East, India and Southeast Asia are risk areas for malaria. Dengue is spread by a day-mosquito, Malaria, West Nile mainly by dusk-night-mosquitoes.

### Malaria.

Malaria is a deadly infection spread by different types of mosquitoes. But still we have medicines that are effective.

But here as so often, prevention is better than cure.

It is essential to know what type of malaria is present in your area. Some mosquitoes are active during day, some at dawn and most commonly at night.

Chemical Prophylaxis is not the best thing because taking drugs over a long period of time gives normally a lot of side effects, e.g.: affecting the eyesight

During dawn and dusk use long sleeved tops and remember to cover the ankles. Some people say two pairs of thin socks will protect you.

Sleep under a mosquito net – preferably an impregnated one with e.g.: DEET. Be sure the net is either tucked in under your mattress or is so long that the lower part lies on the floor. Roll down the net in good time before dusk.

Spray the area inside the net two hours before going to bed.

Use mosquito coils under the table when sitting there.

**Symptoms of malaria can develop as quickly as seven days after you are bitten by an infected mosquito.** But typically, the incubation period (the time between being infected and when symptoms start) is 10 to 15 days. However, in some rare cases it can take up to a year for symptoms to develop.

The initial symptoms of malaria may be:

flu-like fever,

mild or severe [headache](http://www.nhs.uk/conditions/Headache/Pages/Introduction.aspx),

sweats,

chills and

vomiting. This is often mild and can sometimes be difficult to identify as malaria.

Other symptoms of malaria include:

muscle pains

generally feeling unwell

[diarrhoea](http://www.nhs.uk/conditions/Diarrhoea/Pages/Introduction.aspx)

Ask other residents how they are reacting.

With *some* types of malaria, the fever occurs in four-to-eight hour cycles. You feel cold at first with shivering that lasts for up to an hour. You then develop a fever that lasts for two-to-six hours, accompanied by severe sweating.

Seek medical advice immediately if you develop the symptoms of malaria, even if it is several weeks, months or a year after you return from travelling. And always tell your MD that you have been in malaria areas.

If you cannot have your blood examined, start treatment for malaria!

### Plasmodium falciparum malaria

The most serious type of malaria is caused by the Plasmodium falciparum parasite. It can develop very quickly into a severe, life-threatening illness.

If it is not treated promptly, it can lead to life-threatening complications, such as:

breathing problems

seizures (fits)

organ failure

severe [anaemia](http://www.nhs.uk/conditions/Anaemia-iron-deficiency-/Pages/Introduction.aspx), which is a lack of oxygen in your blood (although this is very rare)

The most serious complication of falciparum malaria is a blockage in the blood vessels that supply the brain.

### Dengue

**Dengue fever** (as well as Yellow fever) is spread by the Aedes mosquito. The mosquito can be recognized by white markings/stripes on legs and a marking in the form of a lyre on the thorax. *Aedes aegypti* bites essentially during daytime. The principal symptoms of dengue are:

High fever and at least two of the following:

Severe headache

Severe eye pain (behind eyes) especially when moving the eyeballs.

Joint pain

Muscle and/or bone pain

Rash

Mild bleeding manifestation (e.g., nose or gum bleed, petechiae (=tiny pinpoint red dots), or easy bruising)

Low white cell count

Dengue comes in three variants each being more severe than the other: **Dengue fever, Dengue Haemorrhagic fever and Dengue Shock Syndrome.** In case of Dengue Hemorrhagic Fever or Dengue Shock Syndrome ***hospitalization is a must.*** The mortality rate in the absence of hospitalization can be as high as 50%. With proper treatment the mortality comes down to 3%. More supportive treatment, like intravenous fluid replacement is required to prevent shock in these patients.   
  
 Watch for warning signs as temperature declines 3 to 7 days after symptoms began.   
Go **IMMEDIATELY** to an emergency room or the closest health care provider if any of the following warning signs appear:

Severe abdominal pain or persistent vomiting

Red spots or patches on the skin

Bleeding from nose or gums

Vomiting blood

Black, tarry stools (faeces, excrement)

Drowsiness or irritability

Pale, cold, or clammy skin

Difficulty breathing

Treatment

*There is no specific medication for treatment of a dengue infection*. Persons who think they have dengue should use analgesics (pain relievers) with acetaminophen **BUT NOT** those containing Ibuprofen, Naproxen, Aspirin or aspirin containing drugs. They should also rest, drink plenty of fluids to prevent dehydration, avoid mosquito bites while febrile and consult a physician.

### [Yellow Fever](http://www.cdc.gov/yellowfever/index.html)

It is compulsory to vaccinate against Yellow fever. Remember to carry your Yellow fever Vaccination card. Yellow fever virus is found in tropical and subtropical areas in South America and Africa. The virus is transmitted to humans by the bite of an infected mosquito (Aedes sp). Illness ranges in severity from a self-limited febrile illness to severe liver disease with bleeding. Yellow fever disease is diagnosed based on symptoms, physical findings, laboratory testing, and travel history, including the possibility of exposure to infected mosquitoes. There is **no specific treatment** for yellow fever; care is based on symptoms. Steps to prevent yellow fever virus infection include using insect repellent, wearing protective clothing.

# COMPUTER SECURITY

Make sure you have **anti-virus software** on your computer and your smart telephone, iPad etc. Anti-virus software is designed to protect you and your computer against known viruses so you don't have to worry. But with new viruses emerging daily, anti-virus programs need regular updates, like annual flu shots, to recognize these new viruses. Be sure to update your anti-virus software regularly! The more often you keep it updated, say once a week, the better. Today "everyone" is trying to get access to your computer. There are governments and there are "gangster" groups and there is the odd young one who is testing and does it for fun.

What sort of things can happen to your computer?

It can be *blocked* and you are asked for a *"ransom*" to be able to use your computer again.

A *trojan* can be place in your computer. You will not be aware of the programme, but it will reports to someone your passwords, credit card number, bank account details in short everything you are entering in your computer. And it can monitor every click you are doing

Your computer can get a *"sleeping"* programme *making it a part of a "bot net".* On a certain commando from somebody somewhere in the world your computer starts to send out E-mails in thousands without your knowledge.

Your computer can be used to *send false letters* to everyone on your mailing list, contact list etc.

A programme can *activate your camera* and record whatever you are doing.

There is also the occasional evil programme that will only *damage files or perhaps your hard disk.*

You can get *scare-ware*. That is a programme that tells you are infected or insist that your computer is infected. It then tells you to buy this antivirus programme to save your computer. You may believe it, buy the anti virus, and you have lost your money, and if you are lucky it will not harm your computer if you are receiving anything at all.

*Spy-ware* is a general term that are prying on you to see what you are searching for or watching and then it bombards you with ads tailored to you.

The bulk of them are coming trough visiting certain web sites. The rest are coming as attachment to E-mails. So the moral is: do not open attachment unless you are absolutely sure it is coming from a friendly source. Even if the mail is from a friend, but unexpected, be careful. As said before some programmes can send out E-mails in your name. And that could be embarrassing.

The majority of sites are putting small programmes on your computer called cookies. These are made to make it more convenient for you to visit the place again but some are also spy-ware. If you have AVAST free antivirus it will tell you and warn you. You can also turn off cookies altogether on your browser.

### How to get AVAST:

Open your internet browser and paste in this address: (OR hold CTRL key down and left click on this link)

[http://files.avast.com/iavs5x/avast\_frHYPERLINK "http://files.avast.com/iavs5x/avast\_free\_antivirus\_setup.exe"eHYPERLINK "http://files.avast.com/iavs5x/avast\_free\_antivirus\_setup.exe"e\_antivirus\_setup.exe](http://files.avast.com/iavs5x/avast_free_antivirus_setup.exe)

You will get AVAST anti-virus programme.

You have to register the programme once a year to keep it free. It will automatically keep itself updated (which is VERY important).

Make sure you have anti-virus software on your computer! Stop viruses in their tracks!

### E-mail/attachments

A simple rule of thumb is that if you don't know the person who is sending you an email, be very careful about opening the email and any file attached to it. Should you receive a suspicious email, the best thing to do is to delete the entire message, including any attachment. Even if you do know the person sending you the email, you should exercise caution if the message is strange and unexpected, particularly if it contains unusual hyperlinks. Your friend may have accidentally sent you a virus or his machine has a virus that sends the messages. Such was the case with the "I Love You" virus that was spread to millions of people in 2001. When in doubt, delete!

You can also get virus through Skype and other chat programmes.

Never open: “you are the lucky winner!!!”, “This is my last photo of you.” etc.

Passwords

Passwords will only keep outsiders out if they are difficult to guess! Don't share your password, and don't use the same password in more than one place. If someone should happen to guess one of your passwords, you don't want them to be able to use it in other places.

The golden rules of passwords are:

1. A password should have a minimum of 8 characters, be as meaningless as possible, and use uppercase letters, lowercase letters and numbers and symbols, e.g., P9l7u3t6o5#.

2. Change passwords regularly, at least every 90 days.

3. Do not write down passwords in plain text.

But how to remember the passwords? Make a password out of a mixture of things you will remember. Take e.g. your dog’s name and mix it with your number plate on your car. Dog: Roxy Car: 12344 = Pw: R1o2x3y44# It will take 58 years to crack this one. Never ever use names from family members or birthdays or similar. If you write the password down use a code which only you know. And preferably in another language that is used at the mission (e.g.: hundbil will give you a hint of the password if you speak Norwegian).

But go to this page an see how easily your password is cracked: <http://www.howsecureismypassword.net/>

### Administration password

Have you set the admin password? No? Then **anyone has access to your computer** even if you have set a password for yourself. However it is easy to set. When starting your computer (this is for Windows) press F2, and you will get a screen that makes it possible for you to set an admin password.

Be sure that your computer’s **firewall** is activated. A firewall is an integral part of Windows OS and some other systems. They work by filtering out unauthorized or potentially dangerous types of data from the Internet, while still allowing other (good) data to reach your computer. Firewalls also ensure that unauthorized persons can't gain access to your computer while you're connected to the Internet. Don't let intruders in! If you do you may not know that a virus is there. This virus might on a certain command received over the Internet start to send out E-mails to all the persons on your contact list or address book.

Remember that the Digital Highway is a two-way road. You send and receive information on it. Disconnecting your computer from the Internet when you're not online lessens the chance that someone will be able to access your computer. And if you haven't kept your anti-virus software up-to-date, or don't have a firewall in place, someone could infect your computer or use it to harm someone else on the Internet. Be safe and disconnect!

Experienced computer users know that there are two types of people: those who have already lost data and those who are going to experience the pain of losing data in the future.

**All Hard disks are crashing**! Yes, all HDs are crashing sooner or later. **Back up** small amounts of data on a CD/DVD. All back up all your docs and photos on a PEN [pen drive, flash drive, memory stick etc] (they come in sizes up to 64 GB now). Most people make weekly backups of all their important data. A flash pen is easy to put in your pocket when going from one place to another or if you have to bug out. And make sure you have your original software start-up disks handy and available in the event your computer system files get damaged. Be prepared! Use a cloud deposit for files you would like to access from several places like e.g. Paraguay and Norway. It is free at many places.

At least every six months, **re-evaluate** your computer security. The programs and operating system on your computer have many valuable features that make your life easier, but can also leave you vulnerable to hackers and viruses. Look at the settings on applications that you have on your computer. Your browser software, for example, typically has a security setting in its preferences area. Check what settings you have and make sure you have the security level appropriate for you. Set a high bar for yourself!

It's important that everyone who uses a computer are aware of proper security practices.

### Encryption

Important documents can be protected with a password or they can be encrypted. There is a free encryption system PGP which is widely used. (<http://www.pitt.edu/~poole/accessiblePGP703.htm>)

That is safe, BUT using an encryption method in a ”tense” situation could end you up being accused of being a spy. Then it is better to have code sentences.

There is also another encryption system which is recommended if you see yourself in a situation where encryption is a must. That type of system puts your document inside e.g. a photo. The photo of course, does not reveal that there is a text inside, and it can’t be seen from the size of the photo that it contains text. This is called Steganography

You can also encrypt parts of your hard disk. (e.g.: <http://www.truecrypt.org/>)

The best thing is of course to avoid using encryption at all except perhaps on your hard disk.

But there is a need for **a codeword or sign/sentence** that tells the receptor that what is written/said is **under duress**. E.g.: if you normally are signing your E-mails: with your name: “Cato” A sign of duress is “Cato.” I have added a full stop. Or “C ato” or.. It is only your imagination that limit what you can do. But keep it simple. You can also turn this around and always put a comma in lieu of a full stop in the first sentence. Then under duress you just put a full stop. Or something similar.

And the same thing goes for hand written material. Your signature should contain a “peculiarity” which will tell the reader that you have been forced to write the letter/document.

For both these security ‘tags’ the other part must know it.

Oral tags must be ”normal” speech, but not to be misinterpreted. Say you insert an “ahem” before and after your name: Hi, this is “ahem” Cato “ahem” The listener must NOT ask: are you under duress or similar thing but just continue as normal. Therefore the sentence, sign must NOT be possible to misinterpret.

### The computer is getting very slow

It could be a sign that you have mal-ware (unwanted programmes running in the background)

Or, as you are using your computer you will notice over the years it is becoming slower and more cumbersome. Most of the time it is because in the registry (=more or less the function of a Table of contents in a book) is getting a lot of remnants from programmes and things you have been executing through the years but not using anymore. It will be as if you took the table of contents from three-four books and mixed them altogether. It would take some time to find the right page.

Fortunately there are programmes that can clean it up for you. I would recommend CCleaner. It is free and it is good. Go to the website:

<http://download.piriform.com/ccsetup328.exe>

and you will get CCleaner. A very important programme for keeping your computer ”in shape”

Run the programme once a week.

### Day to day

Be sure that your computer is going into sleep or hibernate when you leave it for more than a few minutes. AND that a password is required to start it again.

# LETTER AND PARCEL BOMBS

The chances for receiving these gadgets have up to now not been big. But read through if you will know more how to handle the situation.

Letter and parcel bombs generally are "victim activated" meaning that a victim or intended target must activate the device by opening it. They do not normally contain timing devices.

Bombs can range from the size of a cigarette package to a large parcel. Letter and package bombs have been disguised as letters, books, candy, and figurines. Delivery methods have included mail systems, personal delivery, or placement at the recipient's site.

A letter or parcel bomb might have some of the following indicators:

Suspicious origin--especially if the postmark or name of sender is unusual, unknown, or no further address is given.

Excessive or inadequate postage.

Off-balance or lopsided letter or package.

Unusual weight for the size of the letter or package. Letters also may be unusually thick.

Stiffness or springiness of contents. (When checking, do not bend excessively.)

Protruding wires or components; unusual grease or oil stains on the envelope.

Strange smell, particularly almond or other suspicious odours.

Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient.

Common words or names are misspelled.

Rub on or block lettering.

Restrictive markings such as "confidential" or "personal" or an honorific title appended to the name of the addressee.

Small hole in the envelope or package wrapping that could be a provision for an arming/safety wire.

Rattling inside the envelope or package--possibly loose components of a device.

Visual distractions (i.e., currency, pornography).

If you identify a letter or package as suspicious, don't let anyone near it. Notify your SRP immediately, and leave the letter or package in an open area, such as a courtyard, where it is easily accessible to bomb squad personnel. Never submerge it in water.

KIDNAPPING AND HOSTAGE-TAKING  
Survival Guidelines

The chances of your being kidnapped or taken hostage are small. If it does happen, your chances of survival are high. Kidnapping is a terrifying experience, but you probably possess more personal resources than you think, to cope with the situation. Remember, you are of value to those who are holding you only if you are alive, and they want to keep you that way. Your best defence is passive cooperation. The more time passes, the better your chances of being released alive.

Kidnapping can happen anywhere -- you can be taken off the street, from a car, or from your hotel room or residence.

The time of actual abduction is the most dangerous. The kidnappers are nervous, the victim may not realize what is happening, and the situation can be very volatile. The victim should remain as calm and composed as possible, particularly when being transported somewhere by the kidnappers.

Talking to the kidnappers is recommended, provided this does not make them more nervous. The best opportunity for escape is in the beginning, during the confusion of the apprehension while you are still in a public place. If escape is impossible or too risky, you should nevertheless try to cause as much commotion *as safely possible* to draw attention to the situation. You need to make others aware that abduction has taken place so that the authorities are notified and the search can begin. Otherwise, it could be hours or days before your absence is reported, unless you have followed the procedure of reporting where you are or if you are using a tracking system on your mobile phone.

Once you have been forced into a vehicle, you may be blindfolded, beaten (to cause unconsciousness), drugged, or forced to lie face down on the floor of the vehicle. In some instances, hostages have been forced into trunks or specially built compartments for transporting contraband. If drugs are administered, do not resist. Their purpose will be to sedate you and make you more manageable. It is probably better to be drugged than to be beaten unconscious. Follow your captors’ instructions!

While being confined and transported, do not struggle. Calm yourself mentally and concentrate on surviving. Attempt to visualize the route being taken, make a mental note of turns, street noise, smells, etc. Try to keep track of the amount of time spent between points. You will be asked questions about this after your release in an effort to determine where you were held.

Once you have arrived at your destination, you may be placed in a temporary holding area before being moved again to a more permanent detention site.

If you are interrogated:

Retain a sense of pride but act cooperative.

Recognize captivity as a fact and mentally accept the change of status

and circumstances.

Divulge only information that cannot be used against you.

Give captors details of any necessary medical treatment.

Avoid embarrassing Norway and the host government.

Do not antagonize your interrogator with obstinate behaviour.

Concentrate on surviving. If you are to be used as a bargaining tool or to obtain ransom, you will be kept alive.

After reaching what you may presume to be your permanent detention site (you may be moved several more times), quickly settle into the situation.

Remain calm and follow orders.

Accept and eat food that is given, even if it is unpalatable.

Adopt an attitude of discrete scepticism toward information passed on

Prepare mentally for a long wait, perhaps many months, before release.

Be observant. Notice the details of the room, the sounds of activity in the building and determine the layout of the building by studying what is visible to you. Listen for sounds through walls, windows or out in the streets, and try to distinguish between smells. Note the number, names, physical description, accents, habits, and rank structure of your captors. Try to memorize this information so that you can report it after your release.

Know your captors. Memorize their schedule, look for patterns of behaviour to be used to your advantage, and identify weaknesses or vulnerabilities. Use this information to assess opportunities to escape.

Expect to be accused of being an intelligence agent and to be interrogated intensively. Take a simple, tenable position and stick to it. Be polite and keep your temper. Give short answers. Don't be lulled by a friendly approach. Remember, one terrorist may play "Good Guy" and one "Bad Guy." This is the most common interrogation technique.

Do not admit to any accusations. Keep your answers short and don't volunteer information or make unnecessary overtures.

Try to establish a rapport with your captors. Family is a universal subject. So are sports and many hobbies. Your goal should be to get the hostage takers to view you as a real person, rather than simply an object. Listen actively to the terrorists' feelings and concerns, but never praise, participate in, or debate their "cause."

Say rather “I understand you.”

If you know your captors' language, use it

Speak normally. Don't complain. *Be careful with eye contact especially if you are a female*. Avoid being belligerent and comply with all orders and instructions. Once a level of rapport or communication is achieved, try asking for items that will increase your personal comfort. Don't be afraid to ask for anything you need or want such as medicines, books, or papers. Make requests in a reasonable, low-key manner.

Plan on a lengthy stay and devise a way to keep track of the passage of time. If isolated, you can approximate time by noting changes in temperature between night and day, the frequency and intensity of outside noises (traffic, birds), and by observing the alertness of guards.

Establish a daily schedule of mental as well as physical exercise. If your movement is extremely limited, use isometric and flexing exercises to keep your muscles toned. To maintain your strength, eat what you are given even if it does not look appetizing and you don't feel hungry. Use relaxation techniques to reduce stress.

If you detect the presence of other hostages in the same building, try to devise ways to communicate.

DO NOT:

DO NOT adopt a belligerent, hostile, or sullen attitude.

DO NOT look the captors in the eyes (this goes especially for women)

DO NOT enter into conversations on controversial subjects, such as

politics and religious beliefs.

DO NOT become either over-depressed or over-optimistic.

DO NOT attempt physical violence or engage in verbal abuse of captors.

Watch for signs of "Stockholm Syndrome" which occurs when the captive, due to the close proximity and the constant pressures involved, begins to relate to, and empathize with, the captors. In some cases, this relationship has resulted in the hostage becoming sympathetic to the point that he/she actively participates in the activities of the group. Establish a friendly rapport with your captors, but maintain your personal dignity and do not compromise your integrity.

If forced to present terrorist demands to authorities, either in writing or otherwise, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.

Be patient, as hostage negotiations are often difficult and time consuming. Remember, your chances of survival increase with time. Most episodes of kidnapping or hostage-taking end with no loss of life or physical injury to the captive.

Eventually you will probably be released or rescued. Do not try to escape *unless you are certain of success*. If you are able to escape, go first to your Embassy or Consulate to seek protection. If you cannot reach either, go to a host government office or any diplomatic mission.

If an **attempt is made to rescue** you, keep a low profile and immediately follow all instructions. Rescue will generally be attempted only after negotiations have failed. That means that lives of hostages, terrorists, and rescue forces are all at risk during the rescue. You don't want to be shot in the confusion while the rescue team identifies the terrorists, who may try to disguise themselves as hostages. To protect yourself, follow these rules:

DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms over your chest, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile.

Wait for instructions and obey all instructions you are given.

Don't be upset if a rescuer isn't sure whether you are a terrorist or hostage. Even if you are handcuffed and searched, do not resist. Just wait for the confusion to clear.

# EVACUATION

Organised evacuation

is something that gives you ample time for collecting the items you want to take with you. You can consequently build on your bug out kit and modify this. Normally the weight of luggage taken should not exceed 15 kgs per person. This may be less.

**In promptu evacuation (immediate)** is the worst case. It is important therefore that you at all times have your **two bug** out kit available.

### Bug out

You may have to bug out sometime. Bug out means that you have to leave fast and sometimes unplanned. Therefore it is of essence that you have planned beforehand. Situations when you have to leave your area might vary quite a bit.

It is therefore recommended that you have at least two bug-out kits.

One is the everyday everywhere kit, the other is the bigger car/home kit.

### The everyday kit:

It is not so much a kit as a collection of important items that **you always will carry.**

Passport, ID-card if issued

Medical prescriptions and the medicines

Your mobile phone, and a small card with important phone numbers.

A filtering drinking straw

A lighter and perhaps of one of the finger sized torches

Some tissues

AND

A (laminated) card with:

|  |
| --- |
| Your name, NATIONALITY (No flag!)  Your current address  Your medical status e.g.: allergies, medicines needed, illnesses, your blood type (e.g.: Blood type O Rh+)  Your Organisation’s name Your next of kin’s name  Address Address  Phone numbers Phone numbers |

Put this card in your wallet, purse or in another place *where it will easily be found*.

These items you will have on your body in (preferably) a belt pouch or not so convenient, under the arm.

### The car/home kit

The evacuation bag should be a small backpack or duffle bag weighing no more than 15 kilos when it is fully packed***. It should be divided into two smaller bags or wrapping***, because if you are evacuated by air there are a lot of things you do not need.

The following items should be included: (some of these items you already have in your daily kit)

(A)

Legal documents (passports, marriage certificate, and driver’s license)

A filled water bottle/filtering drinking straws; water container (should be in the car at all times)

Car license, insurance documents.

First-aid kit, antihistamines, painkillers, gaze, band aid, prescription drugs with their prescriptions

Spare prescription lenses

Short-wave radio for international news programmes. Today crank up radios are

available which do not need batteries, and often they also have a built in torch.

Mobile radio/satellite phone and/or cell phone

Essential clothing

toilet paper or tissues.

Insect repellent

some dried food/candy bars

small money /coins

wet wipes

some toys etc if children

Other items you consider essential

(B)

In addition these items (which you probably will NOT need if evacuated by air):

Swiss army knife or similar, multi-tool (this should be readily available because if you are evacuated by air, you may have to leave it behind)

emergency blankets, foils

Compass and a map if possible

Flashlight w/Extra batteries

Candles

Matches/lighter

25 m parachute cord, much more convenient than nylon cord.

Silk “sleeping bag”

safety pins

razorblades

plastic bags

Waterproof poncho (350 g)

### In the house there should always be:

A list of telephone numbers.

Food for one week, remember special food for babies/kids

Water for one week, a person normally uses 20 litres a day, in an emergency situation not less than 4 litres a day – remember the pets – Remember to change the water. A flushing toilet needs water (in a barrel or bathtub)

A good torch with spare batteries

Radio with batteries or the wind-up type (You have one in the car kit)

Fire extinguisher of some sort. Remember the water pressure may disappear. (See: Fire Safety at Home)

Safe haven (some sort is a must: See notes on Safe haven)

toilet paper (small tissue packages are very useful)

enough medicines

antihistamine

painkillers

instant anti diarrhoea medication (Like Imodium)

(alarm siren mounted for 12 V)

12 V generator/inverter. An inverter is a cheaper solution and they are easily fitted with a relay that will put on a light in a split second if electricity fails)

There should be possibilities of cooking without electricity

On PCs and Laptops: Skype or similar VoIP should be installed.

# MEDEVAC.

If medevac is ordered, you normally will have plenty warning. The minimum requirement is your everyday bug out kit. Depending on circumstances you may have the opportunity to take more with you.

# DEFINING RISK AND THREAT

Risk consists of two elements:

*the danger or threat itself*, which can take different forms (theft, kidnapping, shelling, etc ) and may vary in terms of gravity of its consequences ( human, operational or material)

*The probability* of the dangerous event actually taking place.

As a rule, security measures are aimed at:

preventing serious incidents by eliminating the possibility of their occurrence (the idea here is to remove potential targets, for example by avoiding cash transfers, making sure that expatriates stay out of no-go areas, or prohibiting travel by road where there may be landmines, bandits etc)

reducing risk by means of deterrents such as perimeter protection, guards and bomb shelters, Safe havens, or by means of preventive measures that promote respect for the activities, staff and property

— limiting the consequences of an incident if it nevertheless occurs (medical evacuations, insurance, etc)

Regardless of the measures taken, in the field a **certain degree of risk remains inevitable**, and expatriate staff have to learn to live with it.

The level of risk associated with a given operation must be the same for all concerned, both expatriate and locally hired staff. In particular, a national employee is never entrusted with a mission regarded as too dangerous for an expat unless his or her nationality, ethnic origin or language reduces the security factor. Conversely, an expatriate rather than a national employee will be assigned to carry out a mission if his or her status nullifies the risk.

# HOW TO SOCIALIZE WITH HIV+/PLWA (PEOPLE LIVING WITH AIDS)

Kissing, hugging, eating together, drinking from the same teacup etc. has not been shown to transmit AIDS, as saliva itself does not appear to carry the virus. However, if there is bleeding of the gums or the presence of mouth sores, there is a chance of transmission.

HIV CAN ONLY BE TRANSMITTED BY THREE PRIMARY METHODS:

Unprotected sexual contact (primarily anal and vaginal).

Exposure to infected blood and blood products (primarily through unscreened blood transfusions and the use of contaminated needles, syringes and other piercing instruments like scissors, razor blades, knives).

Transmission from an HIV-positive mother to a child.

If in areas where medical safety is unsecure, i.e. non-sterile equipment, it is prudent to carry injection needles and syringes as well as transfusion kit.

### What Is Hiv/Aids?

First discovered in the 1980s, HIV (Human Immunodeficiency Virus) was found to be an infectious agent now known as a retrovirus. This agent causes what we call AIDS—Acquired Immunodeficiency Syndrome—not one, but a cluster of other diseases. The virus attacks and destroys certain white blood cells that are essential to the human immune system. After a variable period of time, the virus becomes activated and then leads progressively to the serious infections and other conditions that characterize AIDS. Without treatment, HIV infection almost invariably leads to AIDS, which almost invariably leads to death. Today however, there are treatments that slow the progression of HIV infection and allow people infected with the virus to live healthily and productively for many years. HIV-infected individuals become more infectious as they progress to HIV-related disease and AIDS. There is also an early one-to-two week period of infectiousness around the time of seroconversion—that is, when antibodies first develop. Also remember there is a period of 3-4 weeks (the window period) just after infection when ELISA/Western blot may be negative in spite of the patient being infected. ELISA/Western blot test or similar non-virii detection tests have to be repeated after 3-4 weeks and after another 3 months to absolute sure there is no infection. Positive ELISA WB may be positive without the patient having HIV virus, because several other infections may cause false HIV positive results. Virii-detection tests are absolute after one test. After testing, a person carrying the virus is deemed “HIV-positive.”

The infected person becomes susceptible to a wide range of “opportunistic” infections, such as, Pneumocystitis carini pneumonia (PCP), which rarely occurs in persons with normal immune systems; tuberculosis (TB), and rare cancers such as Kaposi’s sarcoma (KS). HIV may also attack the brain causing neurological problems.

# ASSAULT PREVENTION

Be alert. Don't assume that you are always safe. Think about your safety everywhere. Your best protection is avoiding dangerous situations.

Trust your instincts. If you feel uncomfortable in any situation, leave.

Always walk, drive, and park your car in well-lit areas.

Walk confidently at a steady pace on the side of the street facing traffic.

Walk close to the curb. Avoid doorways, bushes, and alleys.

Wear clothes and shoes that allow freedom of movement.

Walk to your car with keys in your hand.

If you have car trouble, raise the hood and stay inside your car. If a stranger wants to help, have him or her call for help. Don't leave your car.

Keep your car doors locked and never pick up hitchhikers.

Make sure all windows and doors in your home are locked, especially if you are home alone.

Never give the impression that you are home alone if strangers telephone or come to the door.

If a stranger asks to use your phone, have him wait outside while you make the call.

If you come home and find a door or window open or signs of forced entry, don't go in. Go to the nearest phone and call the local law enforcement authorities.

### Be Street Smart

Invest in a good map of the city. Note significant points on the map such as your hotel, embassies, and police stations. Make a mental note of alternative routes to your hotel or local office in case of loosing your map. Do not open your map in public.

Be aware of your surroundings.

Look up and down the street before exiting a building.

Areas around ATMs are often used by criminals to stage pickpocket activity or theft. Keep briefcases and purses in view or "in touch" while using an ATM. You have to safeguard your code.

Avoid jogging or walking in cities you are not familiar with. If you must jog, be aware of the traffic patterns when crossing public streets. (Joggers have been seriously injured by failing to understand local traffic conditions.)

Speak with the bellman, concierge, and front desk regarding safe areas around the city to jog, dine, or sight see. Ask about local customs and which taxi companies to use or avoid.

Avoid renting vehicles or driving unless you are familiar with the local traffic laws and customs.

Valuables should normally be left at home. The rule of thumb is if you neither want nor can afford to lose them, DO NOT TAKE THEM! However, if you must carry valuables, the best way to protect them is to secure them in your local offices. Second best is the hotel safe.

Keep your Bug out kit with you at all times. Only relinquish your passport to the hotel if required by law when registering, or if you are required to identify yourself to local authorities for any reason.

Vary the time and route by which you leave and return to the hotel. Be alert for persons watching your movements.

Be cautious when entering public restrooms.

Purse snatchers and briefcase thieves are known to work hotel bars and restaurants waiting for unknowing guests to drape these items on chairs or under tables only to discover them missing as they are departing. Keep items in view or "in touch."

Be alert to scams involving an unknown person spilling a drink or food on your clothing or even throwing dirt at your shoes. An accomplice may be preparing to steal your wallet, purse, or briefcase.

Pools or beaches are attractive areas for thieves. Leave valuables in the hotel, but carry a token sum to placate violent thieves. Sign for food and beverages on your room bill rather than carry cash.

Avoid persons you do not know

Beware of nice people who take advantage of travellers through various ploys: "knock out" drugs, confederates, and theft from the victim's room.

Avoid walking alone, especially in deserted places

Trust your gut feeling! If you feel uncomfortable about a person, a place or a setting, be faithful to that feeling and get away.

If you walk alone and feel uncomfortable, pick up the phone, talk to a person you trust and tell her/him where you are. Continue to speak on the phone until you have reached home or are in a place with other people where you feel safe.

Though rape attempts in dark, deserted streets are the most famous, the majority of rapes happen indoors, in a place known by the victim and by a perpetrator known by the victim. The above strategies – running away, screaming, preventing the rape by speaking with the rapist, and physical resistance – also apply to rapes perpetrated by a person you know.

# RAPE

In case of a rape attempt, try to notify your surroundings, e.g. by screaming, if possible. Also try to escape and run to a place with other people, if possible. However, the rapist may be more aggressive if you try to resist or try to escape, so always keep in mind that the most important thing is to save your life, and be particularly careful if the rapist is armed.

It is safest to get away.

Run away if possible. While running, you may scream and shout, bang on parked cars, or make noise in any other way to attract attention.

Try to estimate your chances of getting away. Will he be able to catch you again before you have reached a safe place? Will an attempt at escaping make him more aggressive? Or will such an attempt put him off and make him leave you? There is no fixed answer, so you must observe the rapist and your surroundings and follow your gut feeling.

**Speaking to the rapist** can be very effective. A few tips:

Avoid using the word “not”. In stress situations the word “not” is not effectively comprehended, so if you say: “Don’t hurt me!”, the rapist will hear: “Hurt me!”. Say instead: “Leave me!” or “Let me go!”

Try to speak calmly and firmly. Our voice often rises and gets “squeaky” when we panic, but try to appear calm and resolute.

Look at him. Look him in the eyes.

You are allowed to lie! You may say that you saw a police car around the corner, or that you are expecting your husband to come and meet you anytime.

Distract him by speaking about other things, e.g. soccer, the weather – as if he is any other person you meet on the street. It may surprise him and thereby distract him. It also humanises both him and you, and may have a pacifying effect.

Another surprise method is to smile and flirt, to tell him your phone number (a fake) and to suggest going on a date next weekend.

If you are unable to run away, and speaking to the rapist does not help, but he is getting more aggressive, you may try to **physically resist.**

Fighting back may simply give the rapist sexual pleasure and increase your risk of being injured or killed. Remain calm **unless you believe you can fight him off or deter them**. You have a better chance of this in a public place than in an isolated setting or in your home which is where 65% of women get raped. In South Africa 85% of rapists are armed with a knife (most commonly) or a firearm – do not take chances with your life.

Start with a,b,c:

Stamp on his feet. Use the side of your shoes to scrape down the front of his leg before hitting the foot/toes

Use both the palms of your hands and slap them over his ears at the same time

Crotch: If you run your knee into his crotch, he is likely to be hurt and set aback for a few moments, possibly enough for you to get the chance to run away.

Then remember the week spots:

**Eyes**: Stick your fingers or some sharp object (e.g. keys) into his eyes

**Nose**: The second-most fragile part of the face, after the eyes. Hit his nose hard with your forehead, your fist or your flat hand. If you hit the nose from low to high you can immobilise him completely. Use a hard object if you have one at hand (a stone, a stick, your shoe, etc).

**Ears:** Get him out of balance by hitting him hard over the ear with both palms. Or scream as loud as you can into his ear – it may attract help from others, and it also physically hurts. Or use an object to “knife” him in the ear.

**Behind the knees**: a sharp kick behind the knees may get him out of balance

**Front of knees**: A heavy kick to the front or side of the knee can damage his knee so he cannot move.

Your body’s best weapons:

Women are usually stronger in their lower body than their upper body, especially compared with men. To knee him forcefully in his crotch will often be an effective move. A powerful kick can also do the job. If he has already pushed you to the ground, wrestle or turn to get your knee between him and yourself and use your knee to push him further away. If/when your leg is free, kick him in his face.

**If you hit or push using your arms**, use your whole body in the blow and put your full weight at it. An elbow punch is stronger than the fist.

Your **forehead** is a strong part of the body. If you are close enough, you may be able to effectively knock him down with your forehead.

**Your teeth**: If you are being held so that you are unable to kick or hit, you can bite. To bite at his neck is the most effective, but biting will hurt everywhere. If he covers your mouth to prevent you from screaming, you may also bite his fingers. Be aware that diseases may transmit through biting, but it may still be worth it if you are in real danger. If you have bit an attacker, you must take a Post-Exposure-Prophylaxis against HIV as soon as possible, and by latest within 72 hrs.

Don’t kick or hit just once. Keep at it!

**Scream,** shout and make noise while you resist. You hit and kick harder if you scream at the same time.

Keep in mind that rapists often choose victims that are physically weaker than themselves.

Avoid accelerating his aggression, especially if he carries a weapon. Your life is the most important! Sometimes it may be worth it to give in and cooperate with the rapist, in order to save your life.

### After a rape:

Report immediately to your organisation, friends and get them to be with you.

**After the rape** do not bath, do not change your clothes, do not go to the toilet or clean your teeth if you were forced to perform oral sex.   
**Phone the police**, you will not be forced to lay a charge, but they will help you. Ensure the police take you **FIRST** to the nearest clinic, hospital or district surgeon's office

**Seek help**. Seek comfort and psychological support from people who care for you and from professionals.

A post-exposure-prophylaxis (PEP) against HIV-transmission is more effective the sooner after the incident it is taken, and should be taken no later than within 72 hours. Rape survivors return for HIV tests at 6 weeks, 3 months, 6 months and ideally at one year And do not forget to get emergency contraceptive pills and antibiotics against STI/STD (E.g.: a. Ciprofloxacin 250mg po stat   
b. Doxycycline 100mg po bd for 7 days (this is contraindicated for pregnancy)   
c. Metronidazole 400mg po tds for 7 days )

A trial undertaken by the World Health Organization (WHO) indicated that levonorgestrel prevented:

95% of expected pregnancies when taken within 24 hours of sex

85% if taken within 25–48 hours

58% if taken within 49–72 hours

More recent studies suggest that the prevention rate might be lower, but still substantial

# COPING WITH STRESS

The occupational stress inherent in the activities of an expat’s life is an issue which can no longer be ignored. Staff are increasingly being asked to confront situations without having developed the appropriate skills to cope with them.

There is insufficient awareness of the impact on alertness, performance and judgement and the resulting negative implications in terms of operational mistakes and harmful effects on the health of staff exposed to stressful situations. Police, fire fighters and emergency medical personnel all experience strong emotional reactions to the emergency and disaster situations which they are required to manage. For that reason, it is now standard operating procedure in many countries for these individuals to be provided with appropriate training to enable them to carry out their functions without adverse effect. Our staff is often exposed to the same types of traumatic situations. It is therefore essential that all personnel serving in the field are being fully briefed regarding all aspects of stress and stress management.

R&R (rest and recuperation) is a good medicine and should not be considered as vacation.

# DEFINITION OF TERMS

### Stress:

Any demand or change that the human system (mind, body, spirit) is required to meet or to respond to.

### Distress:

Any stress that occurs too often (frequency), lasts too long (duration) and is too severe (intensity).

### Critical incident:

An event outside the range of normal human experience which is distressing to almost everyone. Such events are usually sudden and life threatening, and often involve physical or emotional loss.

### Cumulative stress:

Stress which builds up over time. Some issues may be large and of long duration, while others may be small or just part of the problems of everyday life.

### Defusing:

A process which allows those individuals involved in a critical incident to describe what happened and to talk about their reactions directly after the event; defusing is usually carried out by one's peers who have been trained in this area.

### Debriefing:

A process designed to lessen the impact of a critical incident. It is a structured intervention by specially trained personnel. It occurs in an organized group meeting and is designed to allow and encourage those involved in a critical incident to discuss their thoughts and reactions in a safe, non-threatening environment. Ideally, it takes place 48 to 72

hours after the critical incident.

### What is stress?

Any change or demand you are required to meet or to respond to.

The more you know and understand about stress, the better prepared you will be to manage and control its effects. Stress becomes a problem when it occurs too often (frequency), lasts too long (duration), and is too severe (intensity). In these circumstances, distress occurs. *It is extremely important to note that what may be distressful for one person may not necessarily be distressful for someone else*. Your perception of the event, the degree of threat you feel and the amount of control you have over the circumstances most often determine the degree of distress you will experience.

Some factors which influence your perception and your control of distress are who you are and what your past experiences have been. Your education, your skills, your philosophical approach to life, your age, your sex, your level of physical fitness and your personal esteem are all factors which can influence the degree to which you will be affected by a given distressful event or a series of events. Given the frequency, intensity and duration of a situation, *anyone can become a victim of stress.*

In 1936 Dr. Hans Selye (a pioneering Hungarian endocrinologist, the first to demonstrate the existence of biological stress) made an important discovery: when threatened, the body always reacts with the same general adaptive mechanism. He defined this concept as follows:

### The Alarm phase

In order to understand the effects of both useful and harmful stress, it is necessary to understand the mechanisms of a basic life protecting reaction. In the presence of a threatening or dangerous situation, the person reacts with the "fight or flight" response. This is a reaction which causes our adrenaline to increase and prepares us to run or to fight. If we respond in a physical manner, such as by running, fighting or even with verbal aggression, much of the stress-produced fear, anger or hostility can be greatly reduced or dissipated altogether. The "fight or flight" response is a primitive physical protective reaction. In today's society, it may not be appropriate to respond to some threats in a physical manner.

### The Adaptation phase

When a stressor continues without being resolved, the intensity of the alarm stimulus is often lessened but not lost, and the person enters what dr. Selye calls the Adaptation Phase. In this phase, vital biochemical, physiological, psychological and spiritual resources are spent to sustain the person against the original distressors. However, adaptation or adjustment to the situation is not a solution.

### The Exhaustion phase

After an undetermined period of time, which varies from person to person, as a consequence of long-term distressors or daily cumulative stress, an individual may begin to exhibit signs of breaking down. This may be manifested in the form of physical, mental or behavioural syndromes which are symptoms of long-term, unresolved distress. Some common symptoms are:

|  |  |  |
| --- | --- | --- |
| Physical | Psychological | Behavioural |
| Fatigue | Memory loss | Verbal outburst |
| Back pain | Poor concentration | Increased smoking |
| Headache | Decrease in esteem | Increased alcohol use |
| Ulcer | Depression | Eating disorders |

### Cumulative stress management

What can be done about stress? Most people suffer from cumulative stress which results from a build-up of stress over time. Some issues may be large and of long duration. Others may be small stressors of everyday life. Cumulative stress must be recognized before it leads to burn-out. Some of the small daily frustrations which can lead to cumulative stress are, inter alia:

Housing (lack of privacy or comfort, noise, shortage of water, cold heat);

Travel (risks, threats, roadblocks);

Food (shortages, lack of variety);

Immobility or lack of activity; and

Colleagues.

### What should you do?

Cumulative stress first leads *to unproductive hyperactivity*, then to physical and emotional exhaustion and finally to burn-out. You must be self-disciplined and know your limits. Accept the fact that you cannot take care of others without also taking care of yourself, and be aware that everyone is primarily responsible for his/her own stress. Understand that stress is inherent to duty in the field. To manage stress, it is important to learn which distressors affect you most. Once the major sources of distress are known, a management and control strategy can be developed to help you avoid the potential distressors. **As a rule, stress management plans will include learning to do some old tasks in a new way**. The following guidelines have been effective in stress management strategy development:

Learn your major distressors;

Become assertive, not aggressive;

Manage your time well;

Get the sleep you require;

Exercise for endurance and strength at least three times a week;

Eat a balanced diet - portions consistent with your activities;

Avoid excessive use of alcohol, caffeine and nicotine;

Know and practice your philosophical approach to life;

Accept creative challenges;

Plan your free time constructively and productively;

Learn the healing value of relaxation and meditation; and

The healthier, fit and well you are, the more resilient you will be against all types of distress.

### Critical incident stress management

Critical incident stress is an event outside the range of normal experience which is sudden and unexpected, disrupts one's sense of control, involves the perception of a threat to life and may include elements of physical or emotional loss. Examples of Critical Incidents are:

Natural disasters;

Multiple casualty accidents;

Sexual or other assault;

Death of a child;

Hostage taking;

Suicide;

Traumatic death in family;

Duty-related death of co-worker;

War-related civilian deaths;

Bombing of buildings, mining of roads;

Attacks on vehicles/convoys;

Armed attacks/robberies

**Critical incidents** may occur anywhere, anytime.

Critical incident stress is a *normal reaction* to an abnormal situation. Reactions may be physical, cognitive or motional. Reactions may also develop over time. The table below outlines normal immediate and delayed reactions to a critical incident:

#### Immediate reactions

|  |  |  |
| --- | --- | --- |
| Physical | Emotional | Cognitive |
| Nausea | Anxiety | Confusion |
| Muscle tremors | Anger | Inability to decide |
| Sweating | Fear | Impaired thinking |
| Dizziness | Irritability | Memory loss |
| Chills | Guilt |  |
| Rapid heart rate | Grief |  |
| Hyperventilation | Hopelessness |  |
| High blood pressure |  |  |

#### Delayed reactions

|  |  |  |
| --- | --- | --- |
| Physical | Emotional | Cognitive |
| Fatigue | Feeling abandoned | Decreased attention span |
| Startle response | Resentment | Poor concentration |
| Substance abuse | Alienation | Memory problems |
| Sleep difficulties | Withdrawal | Flashbacks |
| Nightmares | Numbness |  |
| Restlessness | Depression |  |

# CHECKLISTS

should be used to ensure that “nothing” has been forgotten.

# CHECKLIST CASH TRANSFER

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to check |
|  |  | Secure methods for receipt, transfer and storage of cash established |
|  |  | Appropriate staff are trained |
|  |  | Designated staff members authorized and trained to  withdraw and transfer cash. |
|  |  | Cash is transported by at least two individuals with cash divided  between them |
|  |  | Travel routes and times is varied and disclosed only on an “as-need-to-know” basis. |
|  |  | In-city transport is done by office vehicle, not public transportation |
|  |  | Vehicle and driver are changed randomly/periodically if possible |
|  |  | Cash transfer to remote project sites are conducted by quickest means  possible to limit vulnerability |
|  |  | When transporting large amounts of cash to project sites, a contingency  plan is in place for travel delays. |
|  |  | A location for safe custody of cash,  particularly during an overnight stay, has been identified. |
|  |  | When a train is used for transport, cash-carrying staff arranges for sole  occupancy of a separate, locked compartment if possible. |
|  |  | A safe is available immediately upon arrival at the final destination. |
|  |  | Staff understand that in the event of an attack they should never risk  their lives to protect cash. |

# CHECKLIST DISASTER

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to check |
|  |  | Residences and offices meet existing local building and safety codes. |
|  |  | Consideration given to local disaster planning measures, e.g.: floods or earthquakes. |
|  |  | Gas and electrical cut-off/main switches are located and w/clearly visible marking. |
|  |  | Emergency lighting is in place. (Can be flashlights or installed lights) |
|  |  | Water tanks, if used, are located inside the compound with locking lid if possible. |
|  |  | Electrical generator/inverter is installed as a secondary power source if  possible |
|  |  | An interior Safe haven is established in the building for use in case of crime, an attack or an emergency with necessary emergency equipment (see list) |
|  |  | Exterior windows barred with one hinged for emergency exit. |
|  |  | Duress code words or phrases have been established for common emergency conditions such as kidnapping or intrusion. Their use has been briefed to staff |

# CHECKLIST FIRE AND ELECTRICAL SAFETY

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to check |
|  |  | Fire extinguishers are installed in appropriate locations. |
|  |  | Smoke detectors are installed, at least one on each floor |
|  |  | A first aid kit is present and maintained. |
|  |  | Electrical cut-off is located and marked. Switch is kept free of  obstructions and readily accessible. Staff know how to turn off electrical current in an emergency |
|  |  | Electrical devices, outlets, circuit breakers and cords are free of  damage that may pose a shock hazard. All are in good repair. |
|  |  | If there are window bars or grates there is at least one set of window  bars hinged with an inside release (not padlocked) to allow for  emergency exit. |
|  |  | All floors above the first floor have emergency escape method. For  third floor and above there should be a knotted rope or ladder with tested  anchor points. |
|  |  | Flammable liquids are properly stored, away from house and from  other flammables such as wood or paper |
|  |  | Compound and facility are kept free from debris and trash. |
|  |  | A water source sufficient to reach all parts of the compound is  available. If no water is available in the compound a fire extinguisher  is available outside the residence. |
|  |  | Circuit boxes, inside and outside, are properly maintained. |
|  |  | Electrical wires or extension cords are not routed under carpet, where  walked on, or where possibly damaged. |
|  |  | Main electrical circuit, gas, and telephone boxes, if accessible from the  outside, are locked to prevent tampering. |

# CHECKLIST FAMILY MEMBERS AND VISITORS

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to check |
|  |  | International staff family members are registered with the  appropriate embassy. |
|  |  | All family members are briefed on the Office’s safety and  security procedures and guidelines, including medical emergency  response, medical evacuation and crisis evacuation. |
|  |  | Visitors check in with the appropriate embassy upon arrival OR better: has already checked in. |
|  |  | Visitors are lodged at approved hotels. |
|  |  | Visitors are provided with emergency contact information including  phone numbers of key local and international staff. |
|  |  | Visitors are provided with an information packet or orientation brief  immediately upon arrival. |
|  |  | SRP determine whether in-country visits are appropriate and if so, the travel criteria and appropriate travel locations. The number of in-country visitors is closely monitored and limited as required. |
|  |  | Visitors maintain contact with the appropriate office when visiting remote project sites. |
|  |  | Publicity and press coverage is limited prior to and during group visits as appropriate. |
|  |  | Visitors (including visiting staff) receive instruction in safety  measures, alarm systems, guards, and emergency and evacuation plans or/and receive security information package |
|  |  | Unescorted night travel is prohibited |
|  |  | Visitors are instructed to vary their daily schedule and routes |
|  |  | Travel is restricted to essential work and must include frequent check-in when out-of-area |

# CHECKLIST RESIDENCY

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to check |
|  |  | Each residence has two possible exits (usually through a front and back door). |
|  |  | All exterior doors and windows are secure and can be locked from inside. |
|  |  | Outside doors to basement and service areas (laundry, storage rooms, etc.) can be locked. |
|  |  | Trapdoors in the ceiling or floor, including skylights, can be locked |
|  |  | Visitors can be viewed without opening the door/gate, and an outside can be activated from the inside. |
|  |  | Area around house or compound is free from hazards, such as holes and  exposed wires, and rubbish. Special attention should be paid to water puddles. |
|  |  | When located in a walled compound a lightweight ladder is inside the  compound to allow escape from the compound in an emergency. |
|  |  | There is a good view of all approaches to the house. |
|  |  | There is no place in the yard for intruders to conceal themselves |
|  |  | There is no access to roof or compound from neighbouring houses or  buildings. |
|  |  | Windows and exterior openings are screened to prevent mosquitoes and  other vectors |
|  |  | Area around house has limited access for pedestrian and vehicles |
|  |  | Yard or compound has fence or wall which is kept free from overhanging branches or thick bushes |
|  |  | Exterior lighting installed, with all fixtures and cables protected from tampering |
|  |  | Exterior light switch is accessible from inside the residence and at entry to compound or yard |
|  |  | External electrical, gas and telephone boxes are protected by locked or tamper-proof cover |
|  |  | Windows are fitted with bars or grates as appropriate. Metal doors or screened barred doors installed |
|  |  | Residence must not be situated near market area or host nation military compound |
|  |  | Residence has secure parking |
|  |  | Keys are carefully controlled. No duplicates made without SRP and approval by the resident |
|  |  | If available, motion sensors are installed for exterior lights |
|  |  | International staff member has provided a key to the residence to the Office for use in an emergency. Keys are kept in a secure location with access restricted as designated by the SRD and staff member. |
|  |  | Radio equipment, satellite telephone, if present in residence, is protected from damage and theft |
|  |  | The following are in addition for apartments: |
|  |  | Preferable located on the first floor (to deter crime) and not higher than the capability of the fire brigade equipment to reach |
|  |  | There is a secure lock at entryway and if possible, a guard |
|  |  | Entryway is well lit and in good repair. |
|  |  | There is a fire escape or other alternative method of exit |
|  |  | When present, stairways and elevators are well lit |

# CHECKLIST MEDICAL/STRESS MANAGEMENT

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to check |
|  |  | Policies and procedures concerning stress management are posted or available, and briefed to the staff. |
|  |  | Policies concerning post stress management and psychiatric treatment are posted or available, and briefed to the staff. |
|  |  | A confidential system in place to identify personnel requesting or requiring counselling |
|  |  | All national and international staff has access to proper medical care. |
|  |  | Medical evacuation procedure for international staff is in place and briefed to the staff. |
|  |  | An emergency medical response plan is in place and all staff is capable of implementing it. |
|  |  | The different procedures and policies concerning medical care of national and international staff are discussed with staff. |
|  |  | International staff members have proper medical insurance, including evacuation insurance with clauses appropriate to potential risks, prior to assignment |
|  |  | The staff is aware of the importance of confidentiality while sharing medical information. |
|  |  | The staff has received training in HIV/AIDS awareness, first-aid (including CPR **which has changed in 2012**), and potential medical threats in the area, with refresher training provided as required. |
|  |  | As appropriate, a “walking blood bank” system is in place, with the blood  type of all staff recorded on the Medical sheet |
|  |  | Staff has received all appropriate immunisations. Vaccinations and any pre-existing medical conditions are recorded. |
|  |  | As appropriate, the water system for residences and offices has been tested for contamination, including biological, metal, and other harmful pollutants. |
|  |  | As a stress management measure, periodic time (R&R) away from area is  given to all personnel working in risk areas |

# CHECKLIST FOR VEHICLES

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | Subject |
|  |  | Seat belt/shoulder harness always worn front and rear. |
|  |  | Vehicles are checked daily according to inspection list. Someone has been designated as responsible for maintenance and correction of discrepancies |
|  |  | Vehicle logbooks are maintained for each vehicle and contain a copy of the checklist and maintenance schedule, trip tickets, communication procedures, documentation, maps, etc. |
|  |  | National and international staff have proper travel documentation, including driver license. |
|  |  | Essential vehicle registration and documentation is in each vehicle |
|  |  | Drivers observe local driving laws and regulations and drive at speeds appropriate for conditions |
|  |  | A clear policy concerning the use of vehicles for personal use during and after the workday, weekends, and holidays has been developed and briefed to all staff members. |
|  |  | Helmets are worn by anyone on a motorcycle at all times. |
|  |  | Vehicle fuel tanks are maintained at all times above half full if possible |
|  |  | Spare vehicle keys are kept under strict control in the office |
|  |  | Travellers notify at least the SRP of travel time and destination. Procedures established for actions to be taken if travellers do not arrive as scheduled. |
|  |  | Policy concerning unauthorized passengers, especially soldiers, established and briefed to national and international staff |
|  |  | Vehicle doors are kept locked while driving and a minimum number of  windows open (no more than 5 cm). |
|  |  | Vehicles do not have darkened or tinted windows that may obscure visibility. |
|  |  | Staff members operating a vehicle are able to perform basic maintenance, such as changing a tire and checking engine, brake, battery and radiator fluids. |
|  |  | All vehicles are equipped with appropriate safety items |
|  |  | Vehicle accident procedures and reporting policies are in place and briefed to all staff |
|  |  | An updated country or regional roadmap is displayed in the office |
|  |  | Policies and procedures concerning guidelines and safety considerations when using air transport have been established and staff briefed |
|  |  | When possible, staff members always travel with at least one other person |
|  |  | Primary and alternate travel routes are selected that avoid danger areas and provide the safest journey possible |
|  |  | Vehicles have extra water and fuel prior to any trip |

# ADMINISTRATION/PERSONNEL TRAINING / BRIEFING

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to check |
|  |  | An orientation program is in place for each new staff member. |
|  |  | Policy concerning drugs and alcohol and smoking is posted or available  and discussed with all national and international staff members. |
|  |  | All staff members receive security training appropriate to their position and level of responsibility. |
|  |  | Staff family members receive appropriate security training prior to their assignment or immediately upon arrival. |
|  |  | Periodic safety and security training and briefings are completed for Office staff and recorded in the appropriate office and personnel files. |
|  |  | All new staff receive briefings on the Office evacuation plan,  the Disaster Preparedness Plan, and other security policies and  procedures. |
|  |  | Record of Emergency Data is on file for each staff and family member |
|  |  | Appropriate emergency contact numbers have been posted. The  notification system is tested regularly |
|  |  | Incident reporting format and procedures have been established and  staff briefed |
|  |  | Incident reports are treated with confidentiality, transmitted by most  secure means to home offices, and stored with controlled access in the office. |

# CHECKLIST EVACUATION PLANNING

IMPORTANT: When you initial, YOU are guaranteeing that the checked item/installation is correct!

|  |  |  |
| --- | --- | --- |
| Checked | Initial | What to be checked |
|  |  | Emergency Evacuation Plan is up-to-date and readily available. |
|  |  | All staff members know assembly areas, safe houses, and routes for evacuation. |
|  |  | Each office has designated a staff member responsible for evacuation planning and operations |
|  |  | One staff member is identified to be responsible for preparing, maintaining, and updating the evacuee manifest (necessary e.g.: for evacuation per air) |
|  |  | The policy concerning actions to be taken when national staff members request evacuation or political asylum has been briefed to all staff members. |
|  |  | Procedures are in place and discussed with all staff concerning an international member of the staff who chooses to remain behind in the event of an evacuation. |
|  |  | The Office has established procedures for evacuation or other emergency action for national staff members and all staff is briefed. |
|  |  | The primary point of contact within the UN and the international/national military force (if applicable) for evacuation planning has been identified and contacted. |
|  |  | Assembly areas and alternate assembly areas are identified, validated and coordinated with UN, other NGOs and appropriate agencies and military forces. |
|  |  | Primary and alternate assembly areas, evacuation sites, and evacuation routes have been verified. All sites and routes have been coordinated with, and identified to, the UN and/or international/national military forces in the area. |
|  |  | The UN and/or appropriate Embassy Emergency Evacuation Plan has been reviewed, coordinated, and briefed to staff as appropriate. |
|  |  | Specific documents that must accompany the evacuating staff have been identified. |
|  |  | Plans made to destroy or carry out documents that reference specific duties and pay scales/salaries of national staff members that could be used against them. |

# CAR INSPECTION LIST

This list should be done every morning if the vehicle is to be used during the day. It does not take more than five minutes.

In action it should be noted what has been done to remedy the “fault”

|  |  |  |  |
| --- | --- | --- | --- |
| Checked | Initial | What to be inspected | Action |
|  |  | Tyre conditions and pressure, also spare wheel |  |
|  |  | All windows closed and not damaged |  |
|  |  | All lights outside, included signal lights, and dipped |  |
|  |  | Wheel spanner |  |
|  |  | Jack |  |
|  |  | Tool set |  |
|  |  | “Emergency repair” for the tyres |  |
|  |  | Emergency triangle if compulsory |  |
|  |  | Filled water bottle(s) |  |
|  |  | Under the hood: |  |
|  |  | Oil level |  |
|  |  | Hydraulic liquid for steering level |  |
|  |  | Brake liquid level |  |
|  |  | Cooling liquids |  |
|  |  | Clean radiator for insects and dirt |  |
|  |  | Battery liquid level, clean |  |
|  |  |  |  |
|  |  | Reverse the car so the soil where the car has been parked can be inspected. |  |
|  |  | Any oil patches? |  |
|  |  |  |  |
|  |  |  |  |

# NEXT OF KIN FORM

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| PHOTO |

My family name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

My first names:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of birth:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Born where:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ID number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Passport number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place and date of issue:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Next of kin** Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Kinship:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone numbers: Day:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Night:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Kinship:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone numbers: Day:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Night:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

--oOo--

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Kinship:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone numbers: Day:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Night:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Last name: |  | | | | | | First name(s): | |  | |
| Born: | |  | | | | |
| Home address: | |  | | | | | | | | |
| Home telephones: | |  | |  | | |  | | |  |
| Home contacts/next of kin | | See: Next of kin sheet | |
| Your GP’s name: | |  | | | | | Address: | | | |
| Phone numbers: | |  | |  | | |  | | |  |
| Your insurance company: | |  | | | | | Phones: | | |  |
| Your Policy number: | |  | | | | | Running period: | | | |
|  | | | | | | | | | | |
| Blood type: | |  | |  | | |  | | | |
| Allergies: | |  | |  | | |  | | |  |
| Previous illnesses: | | | | Date: | | |
|  | | |  |  | | |  | | |  |
|  | | |  |  | | |  | | |  |
| Hospitalisations: | | |
| Reason: | | | Hospital: | Dates: | | |
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|  | | |  |  | | |
| Blood pressure: | | |  | Date measured: | | |  | | |
| Medication | | | Last 6 months: |
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| Current medication: | | | Note also medicines NOT tolerated | | | | | | |
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|  | | |  | |  | | |  | |  |
| Organ donor Yes/No | | | Card copy attached | | |  |  | | |  |
| Do Not Resuscitate: | | | Yes/No  Date: | Signed: | | | Witness: | | | Witness: |
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# EMERGENCY INFORMATION:

# ADDENDUM TO SECURITY TO COMPENDIUM

### Preparation for returning home

As with pre-deployment, it is also important to plan for your departure from a mission and adjust to returning to your previous home base. “Moving On” will usually entail a transition process for both yourself and your family. Being aware of the factors involved and taking steps to address them will assist you and your family through this process. To support you in understanding and managing the personal changes which you have gone through and in preparing for other changes you may encounter in your move, it is strongly recommended that you arrange a debriefing session with a Counsellor. This should take place either before you leave the current mission or duty station or immediately after your arrival at your original home.

Coming home you are full of impressions

A successful reunion means your successful reintegration and renegotiation of the relationship, but how can you achieve this? Begin by relaxing as much as you can and enjoying your family and friends. The challenges of separation and reunion provide new opportunities for your relationships — a time to evaluate the changes that have taken place within and between you and your partner, to redefine roles and responsibilities, and to synthesize all the changes into a renewed and rejuvenated relationship

Seek professional counselling (clergy, social worker, doctor, psychologist) for continuing signs of critical incident stress or other concerns

Understand what personal change you have gone through e.g., critical incidents, change or reinforcement of values, expectations, dreams, desires, attitudes, professional skills, life experiences, behaviours, that may affect you (physically, emotionally, spiritually, or psychologically), your relationships and attitudes to your new work / living environment.

Prepare for changes in family and friends e.g., as a result of personal relationships, re-location/move, deaths / births, impacts of changes or (non) change in lifestyle, having things in common, expectations, attitudes towards you/them, impact of separation, anticipation of going or not going “home”, changes in opportunities or need for independence.

Prepare for changes in the work environment e.g., responsibility, ability to make decisions, autonomy, challenges, routines, predictability, flexibility in job, work hours, use of skills and assets, travel, leave and time off, interest of others in your previous work, loss of new work colleagues and friends.

Be proactive in demonstrating the value of new skills, knowledge and experience in application to the new work situation e.g., accepting new responsibilities, applying lessons learnt, sharing experiences and knowledge with new colleagues.

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| Prepare for adjustment process | The more you consider your alternatives, think about what is to come, and know about how returning home is both similar to and different from going abroad, the easier the transition will be. Anticipating is useful. As one psychologist put it, "Worrying helps." |
| Allow yourself time | Re-entry is a process that will take time, just like adjusting to a new foreign culture. Give yourself time to relax and reflect upon what is going on around you, how you are reacting to it, and what you might like to change. Give yourself permission to ease in to the transition. |
| Understand that the familiar will seem different | You will have changed, home has changed, and you will be seeing familiar people, places, and behaviours from new perspectives. Some things will seem strange, perhaps even unsettling. Expect to have some new emotional and psychological reactions to being home. Everyone does. |
| There will be much "cultural catching up" to do | Some linguistic, social, political, economic, entertainment and current event topics will be unfamiliar to you as new programs, slang, and even governmental forms may have emerged since you left. You may have some learning to do about your own culture. (Note most valuable and valid analysis of events is likely to take place after allowing sometime for thorough reflection. |
| Reserve Judgements | Just as you had to keep an open mind when first encountering the culture of a new foreign country, try to resist the natural impulse to make snap decisions and judgment about people and behaviours once back home. Mood swings are common at first and your most valuable and valid analysis of events is likely to take place after allowing sometime for thorough reflection. |
| Respond thoughtfully and slowly | Quick answers and impulsive reactions often characterize returnees. Frustration, disorientation, and boredom in the returnee can lead to behaviour that is incomprehensible to family and friends. Take some time to rehearse what you want to say and how you will respond to predictable questions and situations; prepare to greet those that are less predictable with a calm, thoughtful approach. |
| Cultivate sensibility | Showing an interest in what others have been doing while you have been on your adventure overseas is the surest way to re-establish rapport. Much frustration in returnees stems from what is perceived as disinterest by others in their experience and lack of opportunity to express their feelings and tell their stories. Being as good a listener as a talker is a key ingredient in mutual sharing. |
| Beware of comparisons | Making comparisons between cultures and nations is natural, particularly after residence abroad; however, a person must be careful not to be seen as too critical of home or too lavish in praise of things foreign. A balance of good and bad features is probably more accurate and certainly less threatening to others. The tendency to be an "instant expert" is to be avoided at all costs. |
| Remain flexible | Keeping as many options open as possible is an essential aspect of a successful return home. Attempting to re-socialize totally into old patterns and networks can be difficult, but remaining aloof is isolating and counterproductive. What you want to achieve is a balance between maintaining earlier patterns and enhancing your social and intellectual life with new friends and interests. |
| Seek support networks | There are lots of people back home who have gone through their own re-entry and understand a returnee’s challenges. Seek contact. |

Compiled by Dr. Bruce LaBrack. School of International Studies, [University of the Pacific](http://www.uop.edu/)  Spring 1996